

DUTY STATEMENT

ORGANIZATION (DIVISION/REGION/BOARD) Division of Information Technology	UNIT Business Operations Support Branch	POSITION # 880-280-1414-020	DATE 01/03/2023
NAME OF EMPLOYEE (IF APPLICABLE) VACANT			
CURRENT CLASSIFICATION Information Technology Specialist II		PROPOSED CLASSIFICATION (IF APPLICABLE)	
NAME OF SUPERVISOR Mark Chan			
CURRENT CLASSIFICATION OF SUPERVISOR Information Technology Manager I		REVIEWED AND APPROVED BY SIGNATURE Kathy Owen, Deputy Director	
SUPERVISION EXERCISED (IF APPLICABLE)			
1. DIRECTLY SUPERVISED		2. INDIRECTLY SUPERVISED	
NO. OF EMPLOYEES	CLASS TITLE	NO. OF EMPLOYEES	CLASS TITLE
DESCRIPTION OF DUTIES: SUMMARIZE THE REGULARLY ASSIGNED DUTIES OF THE POSITION, EXPLAIN MOST IMPORTANT DUTIES FIRST. LIST THE PORTION OF TIME BY PERCENTAGE IN LEFTHAND COLUMN, EXTRA SHEETS MAY BE ATTACHED.			
% OF TIME	DUTIES		
35%	<p>Under the general direction of the Information Technology Manager I of the Business Operations Support Branch in the Division of Information Technology and consistent with good customer service practices and the goals of the State and Regional Boards' Strategic Plan, the Information Technology Specialist II (ITS II) is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments. The ITS II works independently on the most complex enterprise and departmental databases and applications. The ITS II is recognized as the Microsoft SQL Server Database Architect responsible for planning, directing, coordinating, implementing, maintaining, and monitoring system functions. The ITS II will support the Water Boards' SQL Server database software technologies utilized in the shared VMWare and cloud-based virtual environment. This position requires the ITS II to communicate effectively and professionally (verbal and in writing) with team members and customers. Provide services from IT domains including Software Engineering, System Engineering, Information Security Engineering, Information Technology Project Management, and Business Technology Management.</p> <p>Serves as a subject matter expert on operational service activities for system administration of all database environments. Assess technical change requests and document technical scope of work, specifications, estimated level of effort and resource requirements. Provide daily operational services for system administration of all database environments including, but not limited to, performing software evaluations, upgrades, installations, patching, database backup and recovery planning. Monitor for system availability, and performance. Troubleshoot, tune, and resolve system problems. Synchronize and refresh system environments for reporting and application development purposes. Create and maintain accounts and ensure the highest level of security to protect the integrity of data. Document, escalate, and coordinate service interruption issues with external technical support vendors and apply recommended solutions. The technologies used in the agency's complex systems include Oracle, MS SQL Server, T-SQL, SSIS, SSRS, Snowflake, PL/SQL, JSON, XML, jQuery, ASP.Net,</p>		

	<p>C#, MVC, JAVA EE, AJAX, JavaScript, JBoss Enterprise Application Platform (JBoss EAP), IIS, Power BI, Tableau, ArcGIS JavaScript API, Web Services, AWS, Azure, GIT Hub, Access, Red Hat Linux (RHL), and Windows Server. This position includes, but is not limited to the following duties:</p>
25%	<p>Lead Technical Database Architect support services to business process staff, DIT staff, vendors, and technical consultants on new system proposals and/or system enhancements to the agency's most complex custom application system solutions. Assess customer business problems and translate technical concepts into easily understood language. Elicit and assess system functional and non-functional project requirements. Using knowledge of project management principles and procurement methods define technical scope of work, specifications, estimated level of effort, and resource requirements. Define, coordinate, and lead the technical implementation planning with the DIT Project Management Office. Develop the technical aspects of budget proposals, administration of technical contracts, project status reporting and secure approval for feasibility studies, budget change proposals and procurements/contracts. Assess and plan for future database needs. Research and evaluate emerging database technologies and industry trends to identify better methods in data management and applications development. Design, code, test, implement, and monitor complex enterprise database system solutions. Review the work of others (including peers, team members and/or subordinates) to ensure quality. Recommend and establish guidelines for infrastructure and software licensing procurement. Ensure software compliance. Prepare and make presentations to diverse customer and stakeholder audiences.</p>
15%	<p>Serves as technical enterprise system administration support of server operating systems including Windows Server and Red Hat Linux. Provide fundamental troubleshooting, monitoring and analysis as needed with operating system issues which arise from the production enterprise environment's daily operations. Document, escalate, and coordinate service interruption issues with external technical support vendors and apply recommended solutions.</p>
15%	<p>Establish and enforce code and design standards for all enterprise Water Board large and complex database systems and server projects. This includes establishing written standards for systems design, testing, security, design walk-through, production procedures, and systems documentation.</p>
5%	<p>Provide technical training, mentoring and knowledge transfer to DIT staff on all aspects of database system administration, data architecture, systems analysis, troubleshooting, coding, testing, implementation, maintenance, and operations of data management solutions. Work as a Project Lead on other special projects, and other duties appropriate to the classification. Attend regularly scheduled DIT staff meetings, training sessions.</p>
5%	<p>Perform other duties, as required.</p> <p>Employee Signature: _____ Date Signed: _____</p>