

DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
ENTERPRISE SERVICES BUREAU
ENTERPRISE OPERATIONS SUPPORT BRANCH
ENTERPRISE SERVICES SECTION

JOB TITLE: Information Technology Specialist II (ITS II)

POSITION NUMBER: 420-862-1414-xxx

INCUMBENT: Vacant

PRIMARY DOMAINS: Software Engineering: The architecture, development, operation, database application maintenance and support, and maintenance of software systems.

SECONDARY DOMAINS: Business Technology Management: The management of information technology resources according to an organization's priorities and needs.

STATEMENT OF DUTIES: Under the direction of the Information Technology Manager I (ITM I), the ITS II provides all technical and database system support and maintenance activities, including planning, analysis, design, development, documentation, and maintains innovative technical solutions in support of Commercial off the Shelf (COTS) software, Software as a Service (SaaS), and hosted software systems for the Department of Justice (DOJ).

The ITS II ensures that the business and information technology (IT) requirements are aligned, links the business mission, strategy, and processes to the IT strategy. The ITS II oversees and guides the business and IT strategies to function cohesively. The ITS II makes technical recommendations to executive management and business customers and provides leadership and direction to other technical staff and vendors. The ITS II is an expert in software solutions, acts as a team Lead and technical analyst on complex applications and performs at the expert specialist level of this career series; and works collaboratively with other technical and business units within DOJ. The ITS II also provides a high-level of technical support and maintenance including staff training, administration, and configuration, analyzes, designs, develops, troubleshoots, tests and reports, and implements data solutions. The ITS II develops and publishes technical procedures and user guides to configure the application and detail intricate and complex programs and processes. This position applies the highest level of technical and business knowledge in the most complex system analysis, operation of user interfaces and output, data analysis, and manipulation for business requests. The incumbent performs project lead responsibilities over one or more of the applications and works independently and as a team leader to prioritize work, develop work plans, and manage task assignments. The incumbent must demonstrate a high level of communication (both oral and written) skills while these responsibilities are performed. The ITS II participates in procurement activities to provide applicable technical guidance and assists with the IT contracts team to onboard vendor consultants.

SUPERVISION RECEIVED: Under the general direction of the ITM I.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to sit at a computer terminal for extended periods of time. May be required to lift, carry, or move up to 20 pounds.

TYPICAL WORKING CONDITIONS: Modular workstation in a highly secured, smoke-free environment.

ESSENTIAL FUNCTIONS:

35% TECHNICAL

Responsible for the integration of multiple applications to satisfy the requirements of business needs. Ensures that all interfaces are implemented and stabilized on an ongoing basis.

Tests, researches, installs, supports, and manages the current technology assisted review platform; Various application platforms including Custom developed, COTS and SaaS applications. Uses monitoring and reporting tools, documents applications, and provides system level configurations and vendor recommendations on the platforms for those applications.

Defines and documents conceptual logical requirements for complex computing and database access. Develops physical design and implements complex data processing workflows or interfaces between systems and forms logical design requirements/functional specifications.

Writes detailed specifications for the most complex programs/modules, as well as actively participates in program support, performs unit testing and system testing to ensure requirements are met. Makes technical recommendations to resolve data processing program-related problems.

Serves as a technical liaison to various departmental business management teams to report the status of current and future technology improvements related to the current software platforms in use; and collaborates with the Infrastructure and Security teams to provide guidance on Cloud security compliance.

20% ANALYTICAL

Analyzes and resolves system failures, performance, security issues, network problems, and software problems. Performs alternative and cost-based research and analysis of enterprise-level software solutions on emerging technologies, uses DOJ standards and policies to determine how these technologies could improve business processes, and makes

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recommendations to ensure integration of application data with internal systems. Acts as the Department's representative for external entities who require assistance; works effectively and communicates with clients.

15% APPLICATION DATABASE SUPPORT

Maintains application database integrity, optimization plans, roles and security, proactive monitoring and troubleshooting to ensure availability, uptime, and optimum performance; manages database/data migrations, verifies and validates backup, and restores; develops custom queries to analyze and resolve data and operational issues and provides report analysis; coordinates database upgrades and health. Provides relevant access to workstations, servers, and vendor provided database system.

10% CONSULTATIVE SERVICES

Reviews detailed design specifications and programs written by journey-level peers and consultants to ensure proper system and interface compatibility, Hawkins Data Center standards are followed, and thoroughness of documentation.

Formulates and recommends the use of enterprise technologies, vendor products, and proposed modifications to custom system software that support the department's strategic goals, objectives, roadmaps, and joint application development. Provides the highest specialist level consultation, leadership, and technical assistance to journey and advanced-level technical peers, as well as to other departmental technical staff and clients. Evaluates and recommends solutions to isolate and resolve the most complex hardware/software problems.

Keeps abreast of changes and trends in the IT industry and effectively applies knowledge of current industry trends to evaluate alternative proposals and recommend optimal solutions. Provides decisions and recommendations to establish organization-wide policies and standards. Works with DOJ technical and business staff to implement proper design solutions that meet user specifications and data center policy.

Serves as a technical consultant in enterprise data processing matters to management, DOJ clients, and control agencies. Collaborate with DOJ and vendor staff to review and verify system requirements; works with business requirements manager to review and verify functional, integration, interface, and data migration requirements, and resolve critical design issues.

10% LEADERSHIP AND TRAINING

Provides training, mentoring, guidance, and direction relating to software systems to staff of varying skill levels; participates in knowledge transfer activities, application administration, and

configuration testing, assists and mentors staff in skills and knowledge needed to support enterprise applications.

Conducts design and application reviews and ensures all deliverables adhere to project and DOJ standards. Coordinates product enhancements and upgrades to the database application informed by vendor announcements with clients, all vendor(s) developers, and installation and maintenance staff.

Identifies, analyzes, and prioritizes design, development and implementation tasks, and maintenance activities; provides defect reporting to the business and project team with information to recreate any identified issue(s); and assists to resolve identified issues.

10% PROJECT MANAGEMENT AND COMMUNICATION

Develops and implements Project Management artifacts: Identifies tasks, interrelationships, work strategies and plans, assigned responsibilities, schedules, resource requirements, constraints, and risks for development and implementation of the most complex IT solutions.

Develops project plans through identification of work tasks and their interrelationships; and determines skills needed to complete assignments and estimates effort to complete tasks.

Plans, performs, and manages quality assurance events including informal and formal reviews, requirements traceability, performance testing, and defect tracking. Works effectively and cooperatively with project team members, management, vendors, and clients.

Conducts product analysis and reviews meetings, and oversees and performs technical walk-throughs and presentations.

Provides management with verbal and written reports of activities and assigned tasks.

Influences key decisions to management on operational and application-related problems and makes recommendations for the resolution of those problems.

I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

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☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature

Date

Supervisor's Signature

Date