

DUTY STATEMENT

TECH 052 (REV. 02/2018)

25-144**ALERT: This form is mandatory for all Requests for Personnel Action (RPA).****INSTRUCTIONS:** Before completing this form, read the instructions located on last page.**Section A: Position Profile**

A. DATE 06/27/2022	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant				
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		E. POSITION WORKING TITLE System Administrator				
F. CURRENT POSITION NUMBER 695-364-1402-053		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-364-1402-053				
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTech / Platform Services / zSystems Applications & Database Services/ Enterprise Product Support/ Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Gerald Clift, Information Technology Manager I				
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00 AM – 5:00 PM (VARIABLE)/ DAY		K. POSITION REQUIRES: <table border="0"> <tr> <td>FINGERPRINT BACKGROUND CHECK</td> <td><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</td> </tr> <tr> <td>DRIVING AN AUTOMOBILE</td> <td><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</td> </tr> </table>	FINGERPRINT BACKGROUND CHECK	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	DRIVING AN AUTOMOBILE	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
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Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) <input type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering
	Organizational Setting and Major Functions <p>Under direction of the Enterprise Product Support Information Technology Manager I (IT Mgr I), the Information Technology Specialist I (IT Spec I) may perform a wide variety of tasks requiring regular innovative problem solving within broadly stated and non-specific guidelines. The scope typically includes multiple program areas, and involves planning, developing, and implementing technological solutions that are essential to the missions of the overall organization, or affecting large numbers of people on a long-term or continuous basis.</p> <p>The IT Spec I demonstrates full competence in a specialized analytical role at this level of proficiency for the support of software products. The IT Spec I takes technical accountability for work done and decisions taken. Work performed at the IT Spec I level affects the work of other experts, the development of major aspects of technology projects, programs or missions, or the products and services of substantial numbers of users.</p>
% of time performing duties 40% 30%	Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.) <ul style="list-style-type: none"> Develop written procedures and documentation for performing system maintenance to ensure proper and timely maintenance. Ensure proper and timely maintenance is completed following the Software Development Life Cycle (SDLC). Create detailed instructions and documentation on the use of complex proprietary and third-party software products(s) using the appropriate tools for the audience. Independently or as a team member, conduct analysis of department-wide issues involving work projects. Use judgment and ingenuity in interpreting the intent of the guidelines that do exist and in developing applications to specific areas of work. As requested by the customer, monitor and tune complex proprietary and third-party software using operating system and vendor-supplied tools and utilities to ensure maximum system performance and availability. Using technologies to resolve critical problems and develop new applications of existing technologies to solve customer business problems at the system software level. Attend team meetings on a regular basis and participate in other team related activities. As the technical expert, lead, plan, manage, coordinate, install, and maintain department-wide proprietary mainframe and client/server software products as requested by the California Department of Technology (CDT) customers, utilizing instructions, documentation, programs

% of time
performing duties
(continued)

and utilities from the vendor, customer schedules, vendor requirements, and organizational policies as guidelines.

- Proactively identify and resolve department-wide technological issues.
- Conduct regular and frequent communications with internal and external customers to exchange information, discuss task/project progress and identify future tasks/projects and opportunities and reach decisions relative to customer requests, customer needs and service offerings.
- Develop and present moderately technical presentations to staff and customers.

25%

- Identify and diagnose malfunctions of software that may include recovery/restoration of the data, system software and/or hardware to ensure the software performs to the system specifications. This may include using dump analysis, traps, traces and obtaining vendor input to determine the appropriate corrective action.
- Perform regular backup of critical systems and upon loss of functionality or at customer request, recovers and/or restores the data or the system software to return to normal operation.
- Review complex hardware and system software specifications including operating system, TP monitor, and storage requirements, to verify customer's environment can be successfully supported at CDT.

5%

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

- Review supported software for resource optimization.
- Develop automated processes to improve efficiency in checking and controlling production environments.
- Review data for obsolescence and purging.
- Perform Change Management activities for product upgrades, modifications, or resolutions.

Work Environment Requirements

- Position may require the ability to be contacted for service outages or other emergencies.
- Must maintain consistent and predictable attendance.
- Periodic work may be needed outside normal work hours.
- Some travel may be required for meetings, training and conferences.
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Information Technology Specialist I receives direction from the Information Technology Manager I. The IT Spec I duties are general in nature. Work is done to meet the needs of the clients and is generated by the clients' direct requests or on behalf of requirements identified by the IT Spec I. Progress is reported on a weekly basis through both verbal and written reports. The IT Spec I is responsible for the analysis, planning, and implementation of these assignments.

Actions and Consequences:

Decisions made, direction given and responsibilities assigned to the IT Spec I directly impacts both the CDT's ability to provide quality, reliable computing services, and the clients' ability to perform their mission-critical programs. Failure to make quality decisions can result in system degradation and outages that affects a broad range of State services to the public.

Personal Contacts:

The IT Spec I works regularly with client personnel, representatives from the vendor community and technical management personnel. Through this interaction, performance and capacity planning tasks are conducted, system problems are defined and resolved, and hardware and software requirements for the future are developed.

Administrative and Supervisory Responsibilities Indicate "None" if this is a non-supervisory position.)
None.

Supervision Exercised:

This level does not supervise, but may lead. The IT Spec I has defined responsibility and authority for decision making related to projects or in an advisory function.

Other Information

This position requires a knowledge of operating systems and related software as well as network communication and print functions as implemented on the various hardware platforms. The IT Spec I must be familiar with the Desktop environment for desktop to effectively manage their work. The IT Spec I is a member of a highly skilled technical team of software specialists working to support various implementations of the network/printing systems and related software at the journey to advanced specialist level on multiple operating system platforms.

Desirable Qualifications: (List in order of importance.)

General z/Systems desirable knowledge:

- Knowledge of z/OS operating systems and related software.
- Knowledge of z/OS hardware.
- Familiarity with the use of Windows environment for desktop. (Windows environment, MS Office, Microsoft Teams, Citrix).
- Knowledge of and experience with zSystem components, workloads, and utilities (e.g. JES2/JES3, TSO, ISPF, JCL, CLIST's, REXX, SMF, RACF, SMP/E).
- Knowledge of zSystems concepts, workload types and workflow, including major categories of interactive/batch jobs.
- Software Installation experience on zSystems platform.
- Ability to work with a variety of technical and management staff as well as vendors and customers.
- Experience working in a team environment.
- Good verbal and written communication skills.
- Understanding of the importance of good customer service and the necessity of effective communication to meet customer's business needs.
- Session Manager, TSO, and Passport application to access Mainframe.
- Linux on z and USS concepts.
- Ability to work independently in a remote setting.
- Punctuality and reliable attendance.
- Very good ability to organize and prioritize workflow and projects.
- Very good problem solving, debugging and analytical skills.

Specific desirable knowledge:

Enterprise Product Support:

- Knowledge of the design/support of the third-party vendor software to include the following:
- Knowledge of the installation/use of the SAS programming language for zSystems and PCSAS.
- Knowledge of System Management Facility (SMF) processing and principles.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
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