

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 II		E. POSITION WORKING TITLE System Programmer and Analyst
F. CURRENT POSITION NUMBER 695-364-1414-004		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTech / Platform Services / zSystems Infrastructure Services / Enterprise Systems Services / Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION TBD, Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00 AM – 5:00 PM (VARIABLE)		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

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).

	<p>Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)</p> <input type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input checked="" type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering
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Organizational Setting and Major Functions

Under the general direction of the Enterprise Systems Services Information Technology Manager I (IT Mgr I), the Information Technology Specialist II (IT Spec II) serves as a lead providing expert technical leadership and innovative problem solving. This role is crucial for developing and implementing technology solutions that support the organization's mission and impact many constituents.

The IT Spec II will lead zSystems (Mainframe) architecture optimization, including proactive capacity planning and performance tuning to manage CPU spikes, advise management on IT strategy and solutions, and mentor team members, ensuring the stability and advancement of critical platform services. This position requires a high degree of independent judgment and proactive engagement in addressing complex hardware and software challenges.

<p>% of time performing duties 40%</p>	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <ul style="list-style-type: none"> Architect, design, develop, and implement software and or hardware that adheres to organizational enterprise architecture standards ensuring the solution is secure, reliable, and accessible. Review software architecture and make recommendations regarding technical and operational feasibility. Develop written procedures and documentation for performing system maintenance and software/hardware installation. Ensure proper and timely maintenance (hardware/software) is completed following the Software Development Life Cycle (SDLC). Develop and ensure security solutions and technical artifacts are in place throughout all information technology systems and platforms. Lead and mentor team members. To include the development of training documentation and performing training sessions. Act as an advisor to management, team members and customers on technical solutions including hardware procurements and installations. Debug software problems using various programming tools and systematic debugging methods. Use technologies to resolve major system outages and develop solutions or workarounds to solve customer business problems at the system software level. Generate ongoing advanced reports and charts; create detailed analyses.
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% of time performing duties

Analyze system reports, records, and technical documentation to identify issues, trends, risks, and opportunities.

30%

- As the technical expert, lead, plan, manage, coordinate, install, and maintain department-wide proprietary mainframe and client/server software and/or hardware products as requested by the California Department of Technology (CDT) including the department's customers, utilizing instructions, documentation, programs and utilities from the vendor, customer schedules, vendor requirements, and organizational policies as guidelines.
- Proactively identify and resolve department-wide technology issues.
- Create backup and recovery strategies, which include conducting disaster and recovery testing.
- Conduct regular and frequent communications with internal and external customers acting as a technical advisor 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.
- Lead technical advisor in audit reviews.
- Analyze Sub-Capacity Reporting Tool (or other tools) to calculate sub capacity software licensing.
- Lead In-depth analysis from systems records and output from other tools.
- Review and analyze customer account charges and dynamic pricing inquiries related to usage spikes or increased consumption.

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.
- Monitor and assess security controls in the information system on an ongoing basis, documenting changes, conducting security impact analyses, and reporting system security statuses to the organization.
- Review and analyze customer bills and dynamic pricing questions based on spikes or additional usage.

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

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.
- Other duties as assigned.
- 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 work may be required on the CDT Computer room floors.
- Some travel may be required for troubleshooting, 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 II receives general direction from the Information Technology Manager I. The IT Spec II 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 II. Progress is reported on a weekly basis through both verbal and written reports. The IT Spec II 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 II 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 II 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:

None, however, may at times act as a lead on projects.

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 II must be familiar with the Desktop environment for desktop to effectively manage their work. The IT Spec II 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
- Leadership Skills and able to train and mentor
- In-depth analysis skills

Specific desirable knowledge:

Enterprise Systems Services:

Knowledge of the design/support of the zSystems Capacity Planning, RACF Administration and Output Management. Duties may include the following:

- SMF data managing and reporting
- zSystem performance and capacity planning
- RACF administration and support
- Output management/administration of 3rd party software

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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