

DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
APPLICATION DEVELOPMENT BUREAU
FIREARMS & ENTERPRISE SYSTEMS BRANCH
ENTERPRISE APPLICATION SUPPORT SECTION
ENTERPRISE APPLICATION SERVER SUPPORT UNIT

JOB TITLE: Information Technology Specialist II (ITS II)

POSITION NUMBER: 420-869-1414-901-1423

INCUMBENT: Vacant

PRIMARY DOMAIN(S): System Engineering: The development and maintenance of systems discovery and optimization, maintains performance, and functionality of a defined system.

STATEMENT OF DUTIES: Under the general direction of the Information Technology Manager I (ITM I), the incumbent performs at the master level and has the responsibility to make decisions and recommendations to establish organization wide policies and standards in support of the Department of Justice's (DOJ) mission critical applications. The ITS II works independently and at times as a team lead in the configuration, installation, testing, maintenance, and performance tuning of communications and middle tier software in Windows and Unix/Linux environments. The ITS II communicates with clients and vendors to obtain information used to customize and develop the most complex software to achieve the desired result with optimal performance and security. The incumbent maintains, monitors, and supports all operational services that are associated with the Enterprise Application Support Unit.

The ITS II duties include obtaining information from clients and vendors to customize and develop the largest and most complex software to achieve the desired result and optimal performance and security. The ITS II primarily educates other technical peers in support of the most complex applications written in Java languages.

The incumbent acts as a consultant to lower-level staff to resolve challenges associated with highly complex middleware applications software, which improves their proficiency above the journey level.

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 and to lift, carry, and move items up to 20 pounds.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office, or similar environment in California. At the office, an enclosed cubicle with a smoke-free environment. May be

Duty Statement
ITS I – ADB/FESB/EASS/EASSU

required to sit at a computer terminal while performing research and other duties up to eight hours a day. Travel to designated offices may be required. Work various shifts, weekends, holidays, odd days off, work overtime and travel when needed. Provide after-hours on-call assistance.

ESSENTIAL FUNCTIONS:

45% Analytical/Technical

- Performs master-level technical tasks in the design, installation, modification, evaluation, maintenance, and support of DOJ systems including, but not limited to LEAWEB, Enterprise Tables, Atlassian products and all JBoss application and web servers.
- Monitors all JBoss servers to proactively identify and address operational or application anomalies before they become problems.
- Monitors and evaluates system activities. Recommends and codes the necessary modifications to achieve optimal performance and security.
- Provides master-level technical support to the application developer teams to troubleshoot and resolve system failures 24 hours a day, seven days a week.
- Mentors and assists technical staff in the Bureau based on operational and system needs.
- Mentors staff and assists technical staff on the maintenance and support systems which utilize middleware.
- Participates in internal and external system testing.
- Independently facilitates the patching of the JBoss environment(s) and consults with product support Technical Account Manager regularly regarding upcoming product and technical updates.
- Independently analyzes and resolves the most complex critical system failures and software problems escalated from advanced-level and journey-level technical peers.
- Develops and publishes technical standards and procedures for operations and programming personnel, which details the most complex and intricate application programs and processes.
- Monitors, documents, and implements service desk tickets to ensure proper resolution.

35% Consultative Services

- Provides master-level consultation and technical assistance to journey-level technical staff, as well as other Departmental technical staff and clients.

Duty Statement
ITS I – ADB/FESB/EASS/EASSU

- Evaluates and recommends solutions to the most complex system problems.
- Reviews documentation of reported system anomalies to ensure appropriate recommendations were made by peers to correct the problem and suggests alternate methods of resolution when necessary.
- Reviews vendors' and peer proposed systems enhancements or required changes and recommends alternative solutions as necessary.
- Researches, evaluates, and recommends solutions to hardware and software problems.
- Leads other technical peers in technical discussions, meetings, and decision-making processes to achieve the long range objectives for systems and projects.
- Gives presentations to the highest levels of management on infrastructure, applications, and business logic.
- Consults with vendors on best practices and facilitates the implementation of those practices within the technical environment.

20% Planning

- Sets long range objectives for the server platforms, capacity, and data storage planning.
- Plans and coordinates the testing and implementation of new or modified software/hardware configurations.
- Plans and coordinates the implementation of server upgrades, migrations, interfaces and enhancements with internal entities and vendors.
- Leads or participates in enterprise architecture which affects the most complex designs, including Department infrastructure and applications, with an emphasis on efficiency, reuse, and flexibility to changing requirements, high availability, and cost savings.
- Independently reviews and provides meaningful input on Feasibility Study Reports, Request for Offers, and bidder responses.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a 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

