Department of Consumer Affairs
Position Duty Statement
HR-41a (New 7/2015)

Classification Title Information Technology Specialist I	**Board/Bureau/Division** Office of Information Services
Working Title IT Administrator	**Office/Unit/Section/Geographic Location** Client IT Support Services / Sacramento
Position Number 632-110-1402-002	**Name and Effective Date**

General Statement: Under the direction of the Client IT Support Services (CISS), Information Technology Supervisor (IT Sup) II, and the Chief Technology Officer (CTO), for the Department of Consumer Affairs (DCA), the Information Technology Specialist (ITS) I serves as the system administrator for the Board of Pharmacy (BOP). As a high-level technical specialist, the incumbent works independently as a technical specialist to develop and maintain their knowledge, skills, and abilities in mainframe programming, middleware, and databases. This position must develop and maintain in-depth knowledge of the business processes and functions of the Board.

Duties include, but are not limited to the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]:

40% Lead Information Systems Administrator (E)
Maintains, analyzes, and provides problem identification and resolution for technical requests and ongoing assessment of various information technology system components including hardware, software, telephony, remote connectivity, and encryption systems used by the Inspectors and Supervising Inspectors working in the field. Install or repair hardware or equipment. Research emerging new technologies for compatibility with the Board's business processes and systems. Develop written and graphical documentation and procedures that define the Board's systems and databases to improve support to field staff. (10%)

Independently plan, organize, perform, and lead all activities associated with the research/analysis, development, implementation of Information Technology (IT) solutions for the Board. Develops and identifies system requirements and components for recommendations of projected procurement information technology needs. Develop time and cost estimates and capture data for analysis and provide to management. Conducts information technology feasibility business application studies, reports, and technical documentation as well as initiating and resolving day-to-day and long-term user problems with Board Inspector-used information technology systems and data. (10%)

Analyzes system and data defects and recommends solutions when collaborating with the department's Office of Information Services to ensure that

information security concerns are addressed according to department and state requirements. Evaluate, monitor, and ensure compliance with various laws, rules, regulations, and policies. (10%)

Ensures procedures for data backup and recovery are maintained as required and ensures the continuity of information technology operations and connectivity to the network for Inspectors and Supervising Inspectors working in the field at all times including disaster recovery for business continuity. Provides technical guidance/training concerning technical constraints, acceptance testing, performance criteria, complex design issues, and complex programming logic. (10%)

20% Database Administration (E)

Perform business analyst functions to identify business requirements for all of the board's functions, including hardware and software solutions and mobility requirements.

Acts of Subject Matter Expert (SME), maintains and supports various Board databases via Microsoft Access i.e., the Teale Data Scrub Program used to scrub raw Content Addressable Storage (CAS) data used for various inspector, enforcement, and licensing databases; Public Inquiry Database used to track all public information requests, law questions, and subpoenas; Asset Tracking used to track assignment of all Board equipment and software issues; and Personal Computer (PC) Support "service ticket program" used to track PC, peripherals, network connectivity, telephone, and database service requests and documents for cross referencing the ultimate resolutions used. As the SME, maintains and supports the Mobile Inspection Program for inspectors working in the field. As the SME, advise, create, or participate in the design and development of new system architecture, standards, and methods to support organizational needs, and develop plans to integrate and implement as required.

Conduct research and perform analysis to recommend database upgrades, cost-effective solutions, and process improvements; troubleshoot, track, and conduct root cause analysis of system/database/operational issues. Troubleshoot, track, and conduct root cause analysis of system, database, and operational issues.

Creates tables, defines security, and provides support on the Board's databases associated with the assigned specific applications across the various platforms and operating systems.

20% Data Reporting (E)

Facilitates and leads meetings to present descriptive statistical research and analysis of complaints, diversion, and fraud data. Provides consultative advice to managers, Board inspectors, and Board members. Acts as a Board liaison, SME, and primary point of contact for other research and workforce groups related to the Board. Presents findings and evidence-based recommendations

to management and may present information at public Board and Committee meetings. Develops and sustains cooperative working relationships with various project stakeholders.

Independently queries, validates, and formats data for Board use in a variety of reporting environments such as Board meetings, Committee meetings and a variety of departmental reports. Provides consultative advice to various governmental entities and agencies relating to pharmacy policy and enforcement.

10% Support (E)

Collaborate with staff within the DCA on department wide IT initiatives, representing the Board's interest and needs. Provides support, formulates materials to conduct training for staff on Board platforms, system changes, as well as web applications. Tracks and monitors all work in Board's workload management system. Reports workload conditions to management and provides recommendations or solutions as needed. Identifies and resolves network issues impacting staff working from home offices throughout the state.

5% Provide Backup Support for Website and Local Area Network (LAN) (E)

Manages and updates the Board's internet website; makes edits or revisions as necessary using Hyper Text Markup Language (HTML) and File Transfer Protocol (FTP) related protocols and processes; participates in and coordinates with the DCA's Internet Team as well as Teale's GSNet team on technical issues relating to operation and maintenance of Board website. Provides various technical support, systems analysis, administrative assistance, and oversight in automation issues for the Board which includes the maintenance of the LAN, PC support, troubleshooting, or mainframe access issues to Teale Data Center; troubleshoots and assists staff with complex computer and software problems; maintains database of PC/LAN problem reports in order to analyze and identify various trends in PC/LAN system problems.

5% Special Projects (E)

Serves as Business Continuity Coordinator for the Board and updates Business Continuity Plan and Appendices yearly. Provides administrative assistance to Board and executive staff; prepares written policies, procedures, various memoranda, and correspondence for signature; reviews, analyzes, evaluates, and develops staff studies, issue papers, memoranda, and reports; research, analyzes, and makes recommendations to management staff regarding Board specific issues.

B. <u>Supervision Received</u>

The ITS I reports directly to and receives assignments from the IT Sup II; however, direction and assignments may also come from the CISS IT Manager I, or the CTO.

C. <u>Supervision Exercised</u>

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has daily contact with the CISS IT Sup II and CISS ITS I's. The incumbent has frequent contact with the BOP Supervisor II, the Supervising Inspector, and the Enforcement Coordinator concerning the investigation of criminal conviction investigations and the management of caseload activity for database administration and data reporting duties. The incumbent has frequent contact with Board headquarters, field staff in troubleshooting computer and network problems, and occasional contact with departmental IT staff regarding critical computer and networking issues that require resolution. The incumbent has occasional contact with executive, supervising inspectors, the enforcement coordinator and management staff in the gathering and analysis of enforcement data, the preparation of statistical charts and reports in response to strategic plan updates, legislative reports, departmental statistical requests and/or PowerPoint presentations and occasional contact with department internet team to notify and verify the completion of the Web migration process.

F. Actions and Consequences

Failure to properly maintain and support the Board's server and personal computer equipment and software applications jeopardizes the system's integrity, prevents access the network, and further prevents the ongoing continuity of Board operations and the ability to maintain service to the customers and clients of the Board and results in a loss of resources. Failure to maintain the Web site in accordance with state, departmental and Board policy will result in the Board's non-compliance with Web policies. Failure to timely place Board information on the Web results in a failure to adequately and properly communicate to California consumers. Failure to properly design and compose licensee and public outreach materials may result in the inappropriate or inaccurate conveyance of Board information and requirements and impact the critical dissemination of the Board's strategic mission and objectives. Failure to respond to Board IT issues severely impacts Board operational needs, jeopardizes the system's integrity, prevents business continuity and the ability to provide service to Board clients and may result in a potential loss of mission critical applications. Failure to monitor Board's IT inventories may impact on departmental audits of Board acquisition and disposition of property. Failure to maintain the Board's IT equipment in accordance with the department's security and IT systems policies may comprise the security of Board records.

G. Functional Requirements

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office, in an office setting, with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent may spend 75% to 85% of the working day using a personal computer. The position requires bending

and stooping to retrieve files; walking and occasional light lifting, up to 20 pounds.

The incumbent must operate a computer and other office productivity machines, such as calculators, copy machines and hand tools in order to perform repairs on PCs, notebooks and their related internal components.

The incumbent must be able to demonstrate his/her ability to perform various physical tasks. In an 8-hour shift, the incumbent will routinely:

Stationary/Traverse	Continuously
Travel	Occasionally
Position/move self under or over desk, computer closet, etc.	Occasionally
Ascend/Descend	Occasionally
Reach/Stretch	Occasionally
Push/Pull	Occasionally
Transport/move, up to 20 pounds	Frequently
Twist	Occasionally

Occasionally = 1 to 33% of workday
Frequently = 34 to 66% or workday
Continuously = 67 to 100% of the workday

H. Other Information

The incumbent must possess strong writing and communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, work cooperatively and respectively with others as a member of a team, be responsive to management needs and represent the Board in a professional manner; regular attendance is required. The incumbent must maintain a working knowledge of the Board's strategic enforcement committee functions and objectives, of the various Board enforcement programs and of departmental organization.

The incumbent must possess a working knowledge of the laws and regulations governing the practice of pharmacy, including the Business and Professions Code, the California Code of Regulations, the Health and Safety Code and the Code of Federal Regulations. The incumbent must maintain a strong working knowledge of HTML programming and Website standards. The incumbent must be familiar with Microsoft Office Suite and have knowledge of hardware and software installation. The ITA must also be familiar with graphics design and composition and be able to utilize Board design software. Occasional travel may be necessary to resolve computer issues for remote staff and may travel throughout an assigned geographical area by various methods of transportation.

The incumbent must have the ability to work under changing priorities and deadlines, be able to reason logically and creatively and utilize a wide variety of

skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives, research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

Criminal Offender Record Information
Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance with DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the incumbent routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Required Technical Knowledge
Knowledge of standard computing devices
Knowledge of hardware and software installation
Knowledge of remote endpoint management (imaging and software updates)
Knowledge of Microsoft Active Directory (LDAP) and Azure Active Directory
Knowledge of basic network connectivity
Knowledge of Microsoft Windows operating system
Knowledge of Office 365
Knowledge of MacOS
Knowledge of incident/request management
Knowledge of IT Service Management (ITSM)
Knowledge of enterprise security practices
Knowledge of standard troubleshooting methods

Additional Performance Expectations
Ability to work cooperatively with others
Ability to work efficiently
Ability to report to work on time
Ability to maintain consistent, regular attendance
Ability to work with changing deadlines
Ability to look and act in a professional manner
Ability to get along with others
Ability to communicate highly technical situations with non-technical users
Ability to communicate effectively verbally and in writing

Ability to exhibit courteous behavior towards others at all times
Ability to meet deadlines
Ability to perform tasks with minimal amount of errors
Ability to do completed staff work
Ability to work at statewide field locations
Ability to work independently and as a team
Ability to attend and participate in meetings
Ability to adapt to changes in technology

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public with equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

_____
Employee Signature Date

_____
Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

_____
Supervisor Signature Date

_____
Printed Name

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