

ENTERPRISE INFORMATION SERVICES DUTY STATEMENT

Section	Business Information System (BIS)
Unit	Infrastructure
Position Number	065-501-1558-002
Classification	Systems Software Specialist II (Supervisory)
Revised Date	8/18/2016

Supervision: Under the general supervision of the Systems Software Specialist III (Supervisory) within the Business Information System (BIS) Program, the Systems Software Specialist II (Supervisory) (SSS II Sup) will supervise a team of staff in the Technical Support Unit responsible for installing, maintaining, customizing, debugging, and fixing the SAP NetWeaver Infrastructure, Database, and SAP Security sections in the BIS landscape and other software products used by BIS Program clients for application processing.

Knowledge and Abilities: The incumbent must demonstrate a high level knowledge of SAP Basis and related system components, Infrastructure elements, SAP Security, and Data Base administration aspects in the systems landscape. This includes installing, maintaining, supporting, and tuning database software, as well as SAP Basis and SAP Security aspects of the solution. In addition, the incumbent must have the ability to solve the more complex business problems and be able to provide leadership and process discipline to the job. Interpersonal, communication, and leadership skills are necessary to serve in this supervisory capacity. The ability to network and interface effectively with other technical personnel and California Department of Corrections and Rehabilitation (CDCR) management in securing the resources, expertise, and approvals necessary to implement large scale information technology (IT) solutions is critical for this role.

Guidelines: The SSS II Sup will be responsible for directly supervising and managing a team of information systems analysts and system software specialists at the journey and advanced journey levels.

Scope and Effect: The incumbent will plan, organize, and lead work assignments, monitor progress on schedules, determine staffing needs, and provide assistance and support to staff promoting maximum productivity; install and upgrade SAP software; perform SAP environment set-up; set-up communication between different systems like R/3, BW, and CRM; makes database maintenance recommendations to DBA and SAP Transport Management System (TMS) set-up. The SSS II Sup will perform client maintenance such as client copy, client export, and client import; SAP system profile maintenance; analyze system logs and alerts; and set-up ALE Environment and maintain RFC connections. The incumbent will also do performance monitoring and tuning, SAP CCMS Operation Modes, monitor Background jobs, and Spool management; administrate SAP OSS and OSS notes; apply Support Packages, Conflict Resolution Transports (CRT), SAP manager updates, and plug-ins; generate SAP Developer Keys and SAP Object Repair Key using OSS; load balance over multiple SAP Instant Application Servers; support SAPGUI front-end installation; internet Transactions Server (ITS) set-up.

The SSS II Sup will provide consultation in the design and planning phases and act as a technical subject matter expert to support the customer and internal Departmental staff in the use of various SAP products. The incumbent will work directly with staff from BIS, Department

of Technology Services (DTS), customer departments, and contract staff to quickly, efficiently, and effectively troubleshoot and resolve the more complex customer software problems and proactively identify possible future problems; develop and maintain project plans in support of BIS Program Strategic and Tactical Plans and participate on cross-functional projects where technical support expertise is warranted or required. Project management responsibilities include primary accountability for the procurement and installation of software and successful operation of SAP products supported by the BIS Program.

Types and Level of Contacts:

The incumbent will devote time to customer service and public relations. On-going contacts will be made with all levels of management. Within CDCR, contacts will be made with EIS management and administrative staff, and staff from other offices and divisions of the Department. Outside of CDCR, contacts are with consultants/contractors, industry representatives, professional/planning groups, private/public utility representatives, product vendors, and Control Agencies such as the State Controller's Office, DTS, and Department of General Services. Issues discussed with contacts may involve: systems problems, enhancement, access, security, technical support, policies, standards, protocols, emerging technologies, and other areas.

The actual duties of the SSS II Sup. include, but are not limited to, the following:

50%	Supervision of Staff and Direction of Workload
	<ul style="list-style-type: none">▪ Plan and organize work assignments, monitor progress on schedules, determine staff needs, and provide assistance and support to staff promoting maximum productivity.▪ Provide guidance, counseling, feedback, and formal evaluations of the performance of the team, and its members, in order to improve the ability to meet customer business needs; assist in developing staff training plans to identify training needs and development opportunities; perform all supervisory tasks for staff in the unit; manage the team's administrative processes including tracking and authorization for vacation, sick leave, overtime, training, and travel.▪ Lead staff in the installation, software development, maintenance, customization, and testing of SAP Enterprise Resource Planning (ERP) software and other software products used by BIS clients.▪ Allocate staff resources necessary to implement prioritized tasks in support of customer requirements, as required by BIS customers.
25%	Information Technology Project Support
	<ul style="list-style-type: none">▪ Participate in project meetings and provide technical advice and direction to the project team.▪ Direct proactive identification and resolution of the more complex technologies issued.▪ Document SAP Security Policies and Procedures.▪ Create and maintain operating system security and access network, dial-up, or internet access policies, etc. Create and maintain SAP authorizations and profiles.▪ Create and maintain interface/data files, security policies, and procedures.▪ Analyze and resolve security issues. Client maintenance such as client copy, export and import.▪ Internet Transactions Server (ITS) set-up.▪ SAP system profile maintenance; Analyze system logs and alerts.

- Application Licensing and Embedding (ALE) Environment set-up and maintain Remote Function Call (RFC) connections.
- Perform SAP monitoring and tuning.
- SAP CCMS Operation Modes, monitor Background jobs and Spool management.
- SAP OSS Administration and OSS notes implementation.
- Apply Support Packages, CRT's, SPAM, updates, and Plug-ins.
- Generate SAP Developer Keys and SAP Object Repair Key using OSS.
- Load balancing over multiple SAP Instant Application Servers.
- Support SAPGUI front-end installation.
- Plan, manage, and coordinate the installation and maintenance of more various proprietary, third-party and client-server software using customer schedules, vendor requirements, and organizational policies as guidelines.
- Perform costs/benefits analysis and prepare Economic Analysis Worksheets.
- Develop defensible workload studies and related justifications
- Provide timely status reports to the project team and management.

15%	Project Management
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- Organize, plan, and carry out projects to support the operations and maintenance of network server hardware and software.
- Develop and manage project scope, budget, schedule, and risks to ensure projects are done on time and on budget.
- Develop work breakdown structures to track and manage project activities, schedules, and resources.
- Identify risks, mitigations, and contingencies
- Provide status reports to the project team and management.

5%	Research and Support of Unit's Core Technologies
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- Research and maintain knowledge of current and emerging technologies, trends, and best practices.

5%	Training
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- Ensure standard operating procedures are developed, maintained, and followed by subordinate staff.
- Develop and update employees' Individual Development/Training Plans on an annual basis to ensure staff members are equipped with skills required to perform their duties.
- Provide training to subordinate staff, customers, and business partners when required.

Employee: _____

Date: _____

Immediate Supervisor: _____

Date: _____