

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
BUSINESS INFORMATION SYSTEM
DUTY STATEMENT**

LEVEL: ASSOCIATE SYSTEMS SOFTWARE SPECIALIST	POSITION NUMBER:
TITLE: ASSOCIATE SYSTEMS SOFTWARE SPECIALIST	065-501-1585-004

POSITION SUMMARY:

Under the supervision of the Data Processing Manager II, Business Information System (BIS), Financial Accounting (FI) Team, the Associate Systems Software Specialist (ASSS), acts as a technical lead for the BIS on the SAP systems software project. The ASSS works independently as the specialist and primary contact for the prompt resolution related to the FI functional module within SAP. In addition, the ASSS specializes in Asset Management, Project Systems, and Funds Management/Budgeting Control System functional module within SAP. Under supervision, independently performs assigned systems programming work and participates on software project teams.

ESSENTIAL FUNCTIONS:

As the leader on the SAP systems software project, the incumbent is responsible for service disruption and resolution, new systems/services and system/service enhancements, project management/project lead and training and administrative functions. These functions will be achieved by analyzing, designing, coding, implementing, maintaining and evaluating the functionality of the FI module within SAP. The incumbent is required to demonstrate in-depth technical knowledge of the FI/Funds Management (FM) SAP modules and applicable bolt-on software (including its integration points to SAP) that supports the Department's Finance and Budgeting business processes. The incumbent must also possess a solid, end-to-end understanding of CDCR's corresponding business processes, policies and procedures. The incumbent is responsible for assisting business process owners, super users and the client community in timely resolution of SAP issues, including business process and SAP configuration and/or programming issues. The incumbent is also responsible for understanding the technical elements of the SAP database tables, custom tables, master data, Development Implementation Guide (IMG), technical objects, table maintenance, view maintenance, security and task review. The incumbent is required to analyze code, implement, maintain and evaluate computer software; which includes, but not limited to, operating systems, control systems and database management software. The incumbent is utilized as a technical advisor in solving system problems and ensure effective operations of complex hardware and software configurations. The incumbent is required to operate a personal computer daily for extended periods of time. The incumbent requires strong communication skills, both written and verbal, while executing the following specific duties:

Travel and overtime may be required.

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CONTACT WITH OTHERS: The incumbent has regular contact with:

- Adult Institutions and Juvenile Facilities – Wardens, Superintendents, Chief Deputy Wardens, Associate Wardens, Youth Authority Administrators, Business Managers, and Business Operations.
- Headquarters – Accounting Services, Budget Management, Asset Management, Facilities Planning & Maintenance, Contract Management, Enterprise Information Services, Personnel Management, Labor Relations, Internal Affairs, and Health & Safety.
- Control Agencies – State Controller’s Office, Department of Technology Services, State Treasurer’s Office, Department of Finance and Department of General Services, Department of Personnel Administration and State Personnel Board

SUPERVISION EXERCISED: Does not apply

SUPERVISION RECEIVED: SISA (Sup)

DUTIES:

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| 35% | <p>Service Disruptions and Resolution:</p> <ul style="list-style-type: none">• Act as a liaison for systems troubleshooting;• Act as technical advisors in solving system problems and achieving the best use of available hardware/software resources;• Provide first and second level Help Desk support;• Provide subject matter expertise and assistance for production incidents;• Provide expertise in systems and network troubleshooting;• Act as liaison with consultants to report/troubleshoot special purpose vendor supplied application software problems;• Identify and resolve problems with system and configuration software;• Prepare/review disruption reports and correction plans;• Systems research/problem solving;• Answer or personally resolve the more complex technical questions and problems without referral. Specifically, the technical questions about SAP modules, with primary focus on FI/Funds Management issues;• Provide expertise in business functions and processes of FI/Funds Management within SAP, utilizing knowledge of the Department’s policies and procedures. Escalate technical recommendations, problems and issues, orally and in written form, to the appropriate business owners, SAP Online Service Support (OSS), BIS Technical Team and CDCR management, as required;• Conduct root cause analysis to implement or recommend implementation of solutions to customer reported or production problems. |
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30%	<p>New Systems/Services and System/Service Enhancements:</p> <ul style="list-style-type: none"> • Develop and/or perform technical analysis of proposals; • Determine impact of upgrades and change system requests and services; • Perform evaluation and recommend approval/rejection of new functionality to the FI/Funds Management functional module within SAP; • Analyze, configure, design, test, implement and maintain special purpose vendor supplied software packages, operating systems and utility software upgrades and patches; • Analyze, design, evaluate and create Production Change Requests for new and existing functionality within the FI/Funds Management functional module within SAP; • Analyze, design, code, implement, maintain and evaluate SAP software and track all problems/issues associated with SAP in the FI/Funds Management modules; • Develop and deploy SAP software throughout the development life cycle.
20%	<p>Project Management/Project Lead:</p> <ul style="list-style-type: none"> • Contribute towards the development and review of project related documentation such as Special Project Requests (SPR); • Act as technical advisor to application development, database, operations and security staff in the use of special purpose vendor supplied application software utilities/features; • Perform project management, reporting tasks and implementation plans; • Create, implement and maintain policies, standards and operational procedures; • Conduct seminars, conferences and presentations; • Identify and apply requirements of oversight and regulatory agencies.
15%	<p>Training and Administrative:</p> <ul style="list-style-type: none"> • Keep current with Information Technology trends and products (especially those related to SAP), CDCR Client/Server applications, network configurations, SAP procedures and roles and State directives; • Share management; • Monitor, evaluate and analyze systems capacity and performance; • Adjust the systems to the changing environment; • Conduct training of the system within the FI/Funds Management SAP functionality, in conjunction with the business process owners and BIS Training Team; • Prepare/review status reports.

This Duty Statement, including the activities, objectives and performance standards, has been reviewed by the undersigned.	
Employee's Signature	Date
Supervisor's Signature	Date