

Enterprise Information Services  
Duty Statement

<b>Section:</b>	Application Maintenance and Support
<b>Unit:</b>	Enterprise Web and Collaboration Solutions
<b>Position Number:</b>	065-623-1583-022
<b>Classification:</b>	Senior Programmer Analyst (Specialist)
<b>Date:</b>	April 2015

**Supervision:** Under the general direction of the Data Processing Manager II, the incumbent leads the development, implementation and maintenance of very complex Information Technology (IT) systems. The incumbent leads major IT projects to completion with almost complete independence.

**Knowledge:** The incumbent, at this level, has exceptional knowledge of data processing concepts, practices, methods and principles, particularly the phases of the Software Development Life Cycle. The incumbent is able to apply this knowledge to IT projects and is able to impart this knowledge to other co-workers. The incumbent is thoroughly familiar with application development and project management using the latest versions of software used in Enterprise Information Services (EIS) including SharePoint, Project server, VB & ASP.NET, Microsoft Visual Studio, SQL reporting services, Performance Point, Microsoft SQL Server, Enterprise Project Management, and database modeling tools. The incumbent is experienced in enterprise system data security, data backup and data recovery.

The incumbent completes assignments involving multiple complex programming tasks, developing detailed program specifications, analyzing data and situations, reasoning logically and creatively identifying and resolving complex problems, drawing valid conclusions, developing effective solutions, implementing disaster recovery and documenting procedures and programs.

The incumbent at this level communicates effectively both orally and in written form with peers in the California Department of Corrections and Rehabilitation (CDCR), as well as with external customers. The incumbent writes project status reports, project plans, and reviews project documentation produced by the team members. The incumbent also gives verbal presentations to customers and briefings to EIS management.

Under general direction, the incumbent acts as a project leader on the most complex applications, on the most complex technology problems and works independently as a high-level technical specialist.

**Guidelines:** The incumbent has extensive knowledge of the organization's business and takes into account the larger business perspective in proposing and designing IT solutions. The incumbent provides technical leadership in the programming, development, implementation and maintenance of very complex, mission critical and long-term IT application systems. The incumbent performs high level and detailed project planning, coordinates project resources, and leads team efforts to develop IT projects. To be successful, the incumbent is expected to lead one or more teams, coordinate work to team members, and follow up to ensure assignments are completed accurately and on schedule. The incumbent also directs and motivates team members to achieve project goals.

**Complexity:** At this level, the incumbent has experience leading and managing the most complex projects and performing complex analysis on a broad range of IT issues. Project leadership includes leading multiple technical staff with varying skill sets and experience. The

Enterprise Information Services  
Duty Statement

incumbent has experience in the planning, assignment of work, and execution of detailed project tasks in complex projects. The incumbent performs leadership work by identifying new issues and business opportunities, participating in driving the direction of IT in the department, and in assisting management with the most sensitive issues. The incumbent provides project leadership and coordination of multiple projects and oversight of the work performed by staff on those projects. The breadth of the Sr. PA position includes programming and supporting enterprise wide applications for departmental business functions. The Sr. PA is responsible for Web application, and SharePoint solution development and interfaces. These systems span across several servers, including firewalls, application and database servers and are deployed throughout the State of California. System support may also include legacy applications in MS Access and Delphi and activities to migrate those to newer platforms.

**Personal Contact:** The incumbent at this level is expected to communicate effectively orally and in written form with peers in the CDCR as well as with external customers. The incumbent will write project status reports, project plans, and review project documentation produced by the team members. The incumbent is expected to give verbal presentations and briefings to CDCR management and to organizations outside of the CDCR. The incumbent will have direct contact and interaction with all IT project staff.

**Purpose of Contact:**

The actual duties of the incumbent will include the following:

<b>50%</b>	<b>Technical/Project Lead for Application Design, Development and Enhancements</b>
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- Design, program, test and install complex enterprise wide systems and applications.
- Lead staff in the development of complex web applications.
- Design complex multi-system application databases.
- Independently analyze requirements and develop implementation plans.
- Serve as technical project lead on critical IT projects.
- Interview customers and prepare formal system requirement specifications.
- Prioritize work, initiate contact with the appropriate staff and resolve issues.
- Lead, prepare for, conduct, and participate in walk-throughs.
- Review project deliverables in each phase of the System Development Life Cycle from EWACS staff and contract staff.
- Understand the business global enterprise to include political and regulatory issues as well as its goals and mission.
- Prepare system, program and user documentation.
- Lead and work with consultants and vendors.
- Develop impact assessments of proposed executive and legislative changes.
- Develop applications in SharePoint, .NET, SQL Reporting Services, HTML, and ASP using Visual Studio as needed.
- Work with Oracle and Microsoft SQL Server RDBMS.
- Develop Budget Change Proposals, Feasibility Study Reports, and Special Project Reports as needed.
- Provide technical expertise to projects in the CDCR and advise CDCR management in the planning, development, and implementation of complex IT solutions.

<b>20%</b>	<b>Application Maintenance</b>
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- Troubleshoot problems in production systems, isolate causes, develop solutions, code, test, document, and install revised applications.

Enterprise Information Services  
Duty Statement

- Test new operating environments and migrate existing systems.
- Review plans, designs, and system specifications developed by other project teams to provide technical expertise and to identify necessary interfaces with assigned systems.
- Provide help desk support to system users, and provide assistance/training as needed.
- Lead team efforts to develop solutions for common maintenance problems.

<b>20%</b>	<b>Project Plans, Schedules and Reporting</b>
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- Develop project plans and schedules.
- Report project status and unapproved deviations from approved schedules to supervisor.
- Develop contingency plans as needed.
- Prepare internal and external project reports, including section and branch status reports.
- Develop control agency reports.
- Research, prepare and deliver presentations to users, CDCR management, and outside entities.

<b>10%</b>	<b>Methodologies, Standards, Training and Others</b>
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- Lead and participate in the development of methodologies and standards.
- Develop disaster recovery plans and develop, implement and test disaster recovery processes.
- Participate in formal and informal training programs to strengthen programmer/analyst skills and knowledge of methodologies, techniques, tools, and packages.
- Be thoroughly familiar with the available tools, methods and procedures to complete assignments.
- Evaluate commercial software products to determine potential benefit to the organization.
- Understand and educate others in the state's and the CDCR's Project Initiation process.
- Participate in Division meetings, back up the unit manager and other activities as required.
- Represent the CDCR at conferences, expositions, and hearings involving major IT issues.
- Train/mentor staff in complex technical areas.
- Prepare and review training documentation and participate in user training activities.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Immediate Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_