

## Enterprise Information Services Duty Statement

<b>Section:</b>	Strategic Offender Management System (SOMS)
<b>Unit:</b>	SOMS Application Support
<b>Position Number:</b>	065-625-1373-002
<b>Classification:</b>	Systems Software Specialist II (Technical)
<b>Date:</b>	January 2015

**Supervision:** Under general supervision of the Data Processing Manager III within the SOMS Application Support Unit, the incumbent acts as a high level technical specialist on highly complex Information Technology (IT) systems, works on the more complex IT problems, and independently performs highly complex studies or other work given administrative direction with assignments in terms of broadly defined missions or functions by the supervisor.

**Knowledge:** The incumbent, at this level, has exceptional knowledge and demonstrates true proficiency with respect to data processing concepts, practices, methods and principles, particularly the phases of the Software Development Life Cycle as implemented within the Enterprise Information Services (EIS) Division. The incumbent has knowledge of IT Project Management Framework. The incumbent is able to apply this knowledge to IT projects and is able to impart this knowledge to other co-workers. The incumbent has extensive knowledge of the organization's business and understands the role that SOMS plays in the business, as well as the roles and responsibilities of oversight and regulatory agencies in assuring quality control and dependability.

The incumbent is knowledgeable about complex applications utilizing three and four tier architectures and may have experience with Oracle databases, web technology and other integrated products including Active Directory, Audit Vault, Oracle Access Manager and single sign-on. The incumbent has the knowledge and skills to provide customer support, write technical documentation, perform data and systems analysis, assist in solving application problems, and implement application enhancements. The System Software Specialist (SSS) II (Tech) may plan project activities, prioritize work, resolve issues, coordinate project resources, perform project tasks, estimate resources and time needed to complete work and complete work in an effective, accurate and timely manner.

The incumbent communicates effectively, orally and in written form, with peers within the California Department of Corrections and Rehabilitation (CDCR) as well as with external customers, and works independently in effectively securing resources and expertise through proper channels within the organization, while developing and working on the most complex information technology systems.

**Guidelines:** To be successful, the incumbent must utilize initiative and resourcefulness in deviating from traditional methods or in researching emerging technologies to develop new methods, criteria, and/or to make recommendations for new policies, system enhancements, or configuration changes. The SSS II (Tech) must also demonstrate team leadership by providing guidance and mentoring to other members of the team.

**Scope and Effect:** Because of CDCR's multiple systems and complex computing environment, the incumbent must demonstrate full competence in a specialized analytical role, be accountable for technical work done and decisions made, demonstrate technical or team leadership with a high degree of technical versatility and broad industry knowledge, and perform work where the product or service affects the work of other experts and division as a whole. To determine the root cause to reported problems, the incumbent performs work where the scope involves isolating and defining unknown conditions, using new technologies to resolve critical

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problems, and recommending enhancements or configuration changes to existing technologies. The incumbent performs work where the service affects the work of a substantial number of people. On this project, the incumbent's work can affect up to half the department.

This duty statement attempts to identify the most significant responsibilities, but acknowledges that there may be other activities as required that make up the balance and totality of the job.

**Complexity:** The incumbent leads the work requiring extensive research and analysis to determine the nature and scope of enhancements, opportunities and problems. The work contributes to the solution of the most complex problems, architecture reviews, strategic and tactical planning, change control management and clean system management as defined by control agencies and the department. The breadth of the SSS II (Tech) position includes analyzing, developing, and supporting enterprise-wide applications and information systems for departmental business functions. These applications span several servers, including firewalls, application and database servers, and are deployed to desktops throughout the State of California. Some of these systems are interactive web-based systems, with complex middleware. The incumbent evaluates new versions of SOMS software, tests the new software, and works with the User and Project Managers to support the new software.

**Personal Contact:** The incumbent consults with external entities and advises management, administrative or executive staff on the planning, development, implementation and coordination of IT issues. Incumbents communicate effectively, both orally and in writing, with subordinates, peers, clients and customers at all levels. Incumbents prepare and conduct presentations and briefings for CDCR management and groups external to the CDCR. There is regular contact with IT staff, management, and external entities to coordinate problem resolution and ensure conformity of methods and practices. The Incumbent contacts users to discuss business and system requirements, contractors to provide contract oversight and contact vendors to discuss existing or new technology.

Specific responsibilities, knowledge, skills and abilities include the following:

45%	Technical Support
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- Provide technical support for current applications and serve as coordinator for technical support of programs.
- Support customers through submittal of new service requests.
- Conduct root cause analysis to implement or recommend implementation of solutions to customer reported or production problems.
- Implement modification requests and resolve related problems of the most complex nature.
- Submit Change Requests.
- Responsible for maintaining documentation of the SOMS application.
- Responsible for overall Requirements Management of the SOMS application.
- Ability to work efficiently and professionally with customers as a Change Management team member.
- Maintenance and Configuration of server equipment.
- Participate in formal and informal training programs to strengthen analytical skills and enhance knowledge of software tools and packages which would prove beneficial to end-users.
- Develop complex project plans and schedules.
- Act as consultant/technical advisor to other consultants, IT staff, vendors and contractors.

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- Lead coordinator during application troubleshooting incidents.
- Work with third level application support teams.
- Provide expertise and assistance for production incidents on a 24-hour availability basis.
- Work with CDCR Enterprise Technical Architect to identify and resolve problems with enterprise systems.
- Prepare/review disruption reports and correction plans.

35%	Project Management
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- Adheres to accepted Project Management Principles.
- Plan, organize, and oversee special information systems projects.
- Participate in the planning of Information Systems for the Institution and provide technical guidance and direction to institution management.
- Serve as the lead for the guidance of technical staff and coordination of scheduling and completion of work.
- Prepare or participate in preparation of project plans and proposals.
- Provide workload status reports which include statistics.
- Participates in Change Control Board and Release Control meetings.
- Actively participates in the development and review of Request for Proposals, Feasibility Study Reports, and Post-Implementation Evaluations & Review as needed.
- Participates with EIS and Contract programmers in the development of enhancements and modifications to the SOMS application.
- Analyze, test, and install operating data communications and utility software upgrades and patches.

20%	Methodologies, Standards, Training and Other
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- Ensure all procedures are in compliance with the California Technology Agency; State Administration Manual; and the Departmental Operations Manual.
- Ability to manage multiple assignments with changing priorities.
- Generally responsibility for enforcing and maintaining standards to guide development efforts of CDCR.
- Ability to meet critical deadlines.
- Participates in development of division-wide methodologies and standards.
- Participates in project or unit staff meetings, including Backup to the unit manager.
- Participates in user training activities.

This Duty Statement, including the activities, objectives, and performance standards, has been reviewed by the undersigned.

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Employee's Signature

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Date

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Supervisor's Signature

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Date