

**Department of Consumer Affairs****CURRENT**

Position Duty Statement

HR-041 (new: 7/15)

<b>Classification Title</b> Senior Programmer Analyst (Specialist)	<b>Board/Bureau/Division</b> Contractors State License Board (CSLB)
<b>Working Title</b>	<b>Office/Unit/Section / Geographic Location</b> Information Technology Division / Programming Support Unit /Sacramento
<b>Position Number</b> 622-120-1583-001	<b>Name and Effective Date</b>

General Statement: The Senior Programmer Analyst (Specialist) reports under the general direction of the Systems Software Specialist III (Supervisor). The incumbent independently plans, organizes, performs and leads all activities associated with the research, development, implementation, and support of CSLB's customized applications/systems: CSLB's Mainframe Legacy Applications, Natural Security, JCL Batch Jobs, Internet/Intranet, Image Workflow Automation System (IWAS), NearStar, the databases that support these systems, middleware and interfaces to other applications utilizing this data. The incumbent will be required to develop and maintain their knowledge, skills, and abilities in learning multiple software/hardware platforms, programming languages, middleware, databases, etc. In addition the incumbent must develop and maintain in-depth knowledge of CSLB's business processes and functions.

The incumbent will support CSLB's Mainframe Legacy Applications, Intranet/Internet, WEB applications, Client Server Applications, Middleware, and databases. Duties include but are not limited to:

A. SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]

**60% Research, Development, and Maintenance of Applications/Systems (E)**

Write the most complex computer codes using Natural/Adabas for Mainframe, multiple computer languages. Code the most complex programming logic. Perform testing, including overseeing user testing. Prepare system and program test specifications, test plans, test data and validates results. Conduct and participate in all phases of the System Development Life Cycle. (25%)

Perform the most complex programming tasks such as developing complex designs, developing comprehensive software plans/strategies for cross functional applications and application integration. (10%)

Identify and define business and technical requirements applied to the design, development, implementation, management and support of systems, while ensuring the programming business logic is in compliance with laws and regulations. (10%)

Ensure rigorous application of information security/information assurance policies, principles, and practices in the delivery of web services to maintain the availability and security of the web applications. (5%)

Resolve the most complex problems related to interfaces and connectivity of multiple hardware platforms, operating systems, database management systems, and imaging systems. (5%)

Research, evaluate and recommend adoption of new or enhanced approaches to the delivery of IT services. (5%)

**20% Lead/Project Management (E)**

Provide technical guidance/training concerning technical constraints, acceptance testing, performance criteria, complex design issues, and complex programming logic, and application integration to IT staff and Business Users. (10%)

Set priorities, disseminate workload and monitor progress to ensure milestones and deliverables are met and to client/business specifications. (5%)

Perform project management ensuring project plans are complete, manage contracts/contractors, ensuring statement of works/contract deliverables are managed, timelines are met, deliverables are acceptable, perform or oversee acceptance testing, and ensure invoices are paid according to contract requirements. (5%)

**15% Data/Data Base Administration (E)**

Troubleshoot and resolve the most complex database problems. Provide technical guidance and perform the most complex functions/assignments.

Develop and maintain data quality and integrity processes and procedures and data security/access processes and procedures.

Develop standards and procedures for database design and access methods to monitor and optimize database performance and monitor database capacity.

Generate/develop complex queries and reports for upper management review.

**5% (M) Marginal Functions**

Assist and guide less experienced staff. Stay current on emerging technology issues. Determine IT training needs that are necessary to maintain competency with current technologies.

**B. Supervision Received**

The Senior Programmer Analyst reports under the general direction of the Systems Software Specialist III Supervisor.

**C. Supervision Exercised**

None

**D. Administrative Responsibility**

Reviews, develops and monitors IT contracts.

**E. Personal Contacts**

The Senior Programmer Analyst has contact with all levels of the Information Technology Division staff, consultants/vendors, CSLB staff, CSLB Board Members, California Technology Agency, Office of Technology Services staff, Control Agency staff, DCA OIS staff, and other government agencies.

**F. Actions and Consequences**

Failure of these duties could result in a backlog of examinations, thus impacting applicants and licensees' livelihood. Unavailability of the website could result in an overload of phone calls to our call center. Thus, causing severe wait times as well as

impact to consumers, applicants, and licensee who utilize the license look up features, applicant/examinee information, forms, and other information.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer, telephone, and computer room is essential. Sitting and standing requirements are consistent with office work. When the situation dictates the incumbent works varying work schedule and can be asked to work during non-work hours.

H. Other Information

This position has access to Criminal Offender Record Information (CORI). Title 11, Section 703(d) of the California Code of Regulations requires criminal record checks of all personnel who have access to CORI. Pursuant to this requirement, incumbents in this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. This position requires confidentiality and discretion due to the sensitivity of the documents handled. Incumbent must possess good communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to CSLB management needs. Regular and consistent attendance is required.

**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.)

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Employee Signature

Date

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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.**

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Supervisor Signature

Date

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Printed Name

**Approved by RH: 9/29/2015**