

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 7/15)

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

Under the general direction of the Systems Software Specialist III (Supervisor), the incumbent serves in a technical expert capacity performing the most complex mission critical Database Administration for 44 database instances within CSLB. Incumbent performs mission critical duties on Imaging and Workflow Automated System (IWAS), JAVA programming, application architecture, database administration, data management, application security, technical release management and system development activities and tasks in support of CSLB's IWAS system for Licensing, Enforcement and Testing Divisions of CSLB. Incumbent will complete complex systems development life-cycles of the CSLB's application portfolio, including: JAVA programming; Microsoft SharePoint Server Administrator; database design, administration and maintenance, data conversion; data management; application architecture; technical release management; data Extract, Transformation, and Loading (ETL) protocols; system design and documentation; shared-services development; application and framework code; application maintenance; custom interface development and business integration tools. The incumbent serves as a specialty expert possessing expert knowledge in database administration and the techniques and methodologies related to the development of application and web-services frameworks and solutions. The incumbent will also work with DCA OIS staff, BreZEz project team (including vendors). Incumbent must adhere to all Departmental IT Governance Standards and Policies as set by the Department's Chief Information Officer. Duties include but are not limited to the following:

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

35% Lead Database Administrator (E)

Responsible for the full scope of database administration including; database design, optimizing performance of the databases, maintaining database integrity, implement database structural changes, maintain database system security, create database schematics, database backup and recovery, data conversion, installation, database upgrades, administration, and integrate applications for 44 database instances supporting the needs of the IWAS Applications, CSLB Internet Applications, Statewide Contractors Official Regularity Examination (SCORE) and other CSLB data needs. Incumbent is an expert advisor on database administration and client based applications which provide data to all CSLB applications. Expert level activities in data conversion from legacy database applications to current standard software and architecture. Develop and maintain database management programs using MS SQL Server, IBM Content Navigator, IBM SQL Gateway and Event Replicator. Implement incremental and full database backups and ensure the backup and recoverability of all database systems. Regularly check/test Database recovery including recovering databases to point of time. Optimize the physical configuration to increase database throughput and stability, tune database system parameters and utilize buffering and address techniques for optimal performance. Serve as Technical Lead of defined database application system projects.

25% IWAS Software Developer (Lead) (E)

Serve as expert level JAVA Software Developer to plan, develop and maintain CSLB mission critical IWAS applications. Oversee the complete systems-development life-cycle of solutions including: solution design, database model, development of IWAS application services and objects, user-interface, unit and system testing, web-services, application documentation and maintenance. Client Server (CS) and Web Application Development (WAD): design, development and maintenance of CSLB IWAS System with textual, numerical, image presentation of the most complex data. Use web-based software to provide web site services with CSLB standard tools such as Eclipse, JAVA, HTML, CSS, XML, Javascript, Visual Basic and SQL. Act as a liaison between software developer team and business integration team to ensure that all software versions are thoroughly tested and meet business and technical requirements before submitting request to build latest software version.

15% Application Server Administrator (E)

Expert level knowledge in complex enterprise web workflow solutions:

- 1) IBM WebSphere, IBM P8 5.2, IBM Content Navigator (ICN) 2.0.3
- 2) Microsoft SharePoint Server
- 3) Microsoft IIS Server

Develop strategic and tactical plans for, implementation and maintenance of web application servers distributed architecture and the next generation of interoperable architecture for applications used by CSLB. Provide technical expertise in the integration of system components with other business applications including; Microsoft SharePoint Server Administrator, eProcess JAVA work-flow engine, IBM WebSphere, IBM Mainframe tools and maintain IBM Content Navigator ICN software which utilizes MVC (Model-View-Controller) Design Pattern. Conduct and coordinate technical release efforts. Conduct and participate in release planning efforts between technical environments (development, testing, staging, and production implementation). Ensure that all artifacts are checked in and versions are appropriately documented. Manage multiple versions of software by branching and merging multiple programming modules and software packages.

10% Solution Architect (E)

Serve as a principal CSLB systems architect for Office of Information Technology. Plan, develop, maintain and execute the CSLB Data Management Plan. Responsible for the overall data management, systems design, relationships between CSLB systems, software, networks, databases, and application security for CSLB. Provide technical expertise for the development of reusable web-services and objects. Perform the complex tasks associated with the designing, modeling, developing, implementing, and maintaining of enterprise system shared application services, web-services and objects. Design, develop, and maintain the CSLB system frameworks, shared components and business partner interfaces. Analyze applications to identify and develop opportunities for improvements such as expanding capacity, reducing response time, and increasing effectiveness. Resolve system integration problems relating to interactions between the operating system, database system software, system utility software, IWAS system, and application software. Participate in the development of enterprise application standards and procedures related to service oriented architecture environment and shared business services. Participate in CSLB enterprise system and architecture project efforts, including the design and modeling of solutions, component identification and acquisitions, quality review, and development of guidelines and procedures. Develop and maintain application development standards.

5% Data/Application Security Administrator (E)

Serve as Data/Application Security Administrator in the design, development, and maintenance of the CSLB system frameworks that ensure application and data security, including the transmittal of Criminal Offender Record Information (CORI) and criminal background data between CSLB and Department of Justice. Perform the complex tasks associated with the designing, modeling, developing, implementing, and maintaining of enterprise system shared application services and objects while protecting electronic, digital and data assets. Plan for and ensure adequate security requirements are enforced at all times. Evaluate and ensure disaster and operational recovery plans are adequate, tested and maintained for data management.

5% Data Administrator (E)

Serve as a principal Data Administrator for CSLB providing data management and technical support, including custodial responsibilities of sensitive and criminal background data including rap sheets. Manage the mission critical transmissions of data between CSLB Internal systems and external business partner systems. Manage the ETL operations of large and complex data sets to ensure data integrity and data synchronization between large EDP data warehouses; and data systems and environments. Oversee multiple streams of data from a variety of sources such as IWAS eProcess Workflow Engineer, IWAS Imaging, IWAS content management, event replicator, and client databases using a variety of IT software and hardware in order to support the data management objectives of the CSLB's data management plan update.

5% Skill Development (M)

Develop and maintain knowledge, skills, and abilities in learning multiple complex software/hardware platforms, databases, programming languages, middleware, etc. Attend training/seminars and use other research methodologies to identify new programming software, languages, web technology, and development techniques such as object oriented programming and computer assisted system engineering tools and determine applicability to the CSLB environment.

B. Supervision Received

The Senior Programmer Analyst (Specialist) reports directly to the Systems Software Specialist III Supervisor.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The Senior Programmer Analyst (Specialist) has daily contact with all levels of the Information Technology Division staff, consultants/vendors, CSLB staff, California Technology Agency staff, Office of Technology Services staff, Control Agency staff, DCA OIS staff and other government agencies. The incumbent advises CSLB IT and program management, administrative or executive staff on the planning, development, and coordination of IT issues. This includes the operations, installation and construction of information systems on a regular

basis. The incumbent advises technical staff and system users to provide and make recommendations regarding systems and problems requiring resolutions. The incumbent coordinates problem resolution to ensure conformity of methods and best 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. The incumbent communicates effectively, both orally and in writing, with subordinates, peers, clients and customers at all levels. The incumbent demonstrates high level communications and interpersonal skills. This position requires the incumbent to work cooperatively and communicates with Department and DCA's program area community in providing information technology services for the CSLB systems and data environment. Ability to balance concurrent assignments and complete assigned projects and tasks on tight time constraints. The incumbent should maintain consistent, regular and predictable attendance.

F. Actions and Consequences

The Senior Programmer Analyst (Specialist) makes technical decisions and program modifications impacting the direction and functionality of CSLB's most-complex IT systems and applications. Poor technical decisions and failure to exercise good judgment in carrying out the duties may result in the unavailability of mission critical systems. Should a system become unusable, it could cause substantial workload backlogs in every unit/function from licensing, examination, and enforcement; and result in unavailable services to consumers, and cause harm to licensees, and applicants.

G. Functional Requirements

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 dictated by workload and systems maintenance, the incumbent may work a varying work schedule, be on-call during non-normal business hours.

H. Other Information

The incumbent has access to the Criminal Offender Record Information (CORI). Title 11, Section 703(d) California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement the incumbent will be required to submit fingerprints to the Department of Justice, and clearance through the Department of Consumer Affairs before hiring.

This position requires confidentiality and discretion due to the sensitivity of the documents handled. Incumbent must possess good communications 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 and staff 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.)

Employee Signature

Date

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.

Supervisor Signature

Date

Printed Name

Approved by RH: 12/2015