

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title Systems Software Specialist II (Technical)	Board/Bureau/Division Contractors State License Board (CSLB)
Working Title Systems Software Specialist II (Technical)	Office/Unit/Section / Geographic Location Office of Information Technology Technical Support Unit Sacramento
Position Number 622-120-1373-001	Effective Date

Under the general supervision of the Systems Software Specialist III Supervisor, the Systems Software Specialist II (Technical) will independently perform as a high-level technical specialist, act as a team leader on the more complex systems software projects, and possess extensive expert knowledge and skills to implement and maintain CSLB's most complex IT projects. This includes systems software, equipment, and the understanding of capabilities and interfaces between hardware and software, and the requirements for the installation and the implementation of the most complex information technology software systems. Specifically, the Systems Software Specialist II will be responsible for the development, maintenance, and on-going support of mission critical COTS, custom applications, and the CSLB Internet and Intranet Websites adhering to standards set by the CSLB, DCA and/or State Web Site Standards. Duties include but are not limited to the following:

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

50% (E) IT Systems and Applications Support

Independently responsible for the study, design, development and programming of CSLB information technology systems which includes the task of project team leader for analyzing operational methods and developing computer programs to meet desired business needs and results. Works as a technical specialist and is responsible for being the project team leader on the most complex applications, or resolution of complex information technology systems problems; this includes the resolution of the most complex problems related to interfaces and connectivity of multiple hardware platforms, operating systems, SQL/database management systems and various other applications. Acting as project team leader; establish and maintain cooperative working relationships with project team, Application users, CSLB Management, Testing staff, Public Affairs staff, Technical Support staff, and other government offices to perform the ongoing development, maintenance and support of mission critical internal applications and the Internet/Intranet. Have working knowledge of VB, C# and .Net programming languages. (10%)

Develop specifications and requirements to identify system enhancement alternatives and recommend solutions; identify application and programming specifications, and document design specifications for new applications and programs; write complex program code for enhancements and fixes to the existing program applications or modules using a variety of programming languages; perform database support; test program code; conduct user testing; implement into production; monitor the systems applications for performance and/or security violations; and troubleshoot and resolve user issues/problems. (5%)

SQL/Application Database Information Management:

Act as an application database administrator and demonstrate true proficiency with respect to data processing concepts, practice, methods, and principles along with an understanding of, and currency with respect to evolving industry trends, standards and enterprise database architectures. Responsible for implementing and maintaining database design, creating database objects (tables, indexes, etc), running indexing and integrity checks, performing application tuning and performance monitoring, troubleshooting and monitoring application related jobs and data replication activities. (5%)

Responsible for implementing and maintaining database security (creating and maintaining users and roles, assigning privileges), writing database procedures, functions and triggers, documenting changes to SQL servers and instances (maintaining documentation and standards), researching and evaluating MS SQL features and related products and making recommendations. (5%)

Conduct and document business requirements and perform detailed system analysis to determine the impact on other applications and/or systems interfaces. Develop and document the design specifications, analyze programming structure, and apply advanced modeling techniques to ensure interfaces are meeting functionality requirements. (10%)

Prepare documentation to record application build methodology, date of program changes and reason for changes; produce and maintain system application documentation; document application features for user testing, writing and maintaining manuals on the use and functionality of CSLB's web site and web applications; and prepare end user training material. Perform ongoing complex tasks which include establishing policy for access control, application version control methodology, application documentation procedures and creating policy to evaluate and prioritize user enhancement and problem requests. Perform and write documentation related to the resolution of complex technical and non-technical problems; develop, implement and monitor project plans; prepare cost estimates for changes and enhancements; prepare cost benefits analysis; establish procedures and guidelines for data security and confidentiality; conduct impact and risk analysis; prepare daily data backup guidelines and set-up archiving schedules, review and validate risk analysis and identify corrective action. (10%)

Coordinate and oversee CSLB Testing Division production processing, including the generation of psychometric reports to evaluate and maintain the validity and reliability of the contractor exam pools/tests. (5%)

25% (E) Web Site Maintenance

Perform and oversee the advanced analysis, design, development, programming/coding support, and implementation into production, for CSLB Internet and Intranet Websites and other web applications. Ensures design and coding is structured, supportable, reliable, and scalable. Including:

- Proficient in HTML, CSS and JavaScript
- Develop comprehensive software development plans for cross functional applications.
- Lead application development teams with, initiating and influencing key decisions and obtaining necessary projects resources.

- Develop new theories, concepts, standards and methodologies in web application development.
- Integrate new products at the operating system and/or application layer and ensure continued optimization of system performance.
- Evaluate and recommend adoption of new or enhanced approaches to the delivery of information technology services related to web application development.
- Develop and maintain comprehensive software development plans/specifications.
- Lead joint application development teams and oversee projects with authority to initiate and influence and/or make key decisions and obtain necessary project resources.
- Develop new theories, concepts, standards and methodologies in web application development.
- Ensure optimal use of commercially available products through integration at the Operating System or Application layer.
- Evaluate and recommend adoption of new or enhanced approaches to the delivery of IT services related to web application development.
- Provide technical guidance concerning system technical constraints, acceptance testing, performance criteria, complex design issues, and complex programming logic.
- Perform complex troubleshooting of programming/logic problems, design problems, performance, etc.

10% (E) IT Security

Maintain knowledge of State IT security policies and directives: Proactively be responsible for ensuring the rigorous application of the most current information security policies, principles and practices are applied in the delivery of the Statewide Contractor Official Regulatory Examination (SCORE), Internet/Intranet Website services. Take immediate action in applying policies, directives, etc. to ensure the availability and security of systems applications.

5% (E) Skill Development

Develop and maintain knowledge, skills, and abilities in learning multiple complex software/hardware platforms, various programming languages, latest web technologies and standards; middleware, databases, 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.

5% (E) Project Management

Perform project management tasks adhering to CAPMM standards; to include but not be limited to: Investigates, analyzes, and evaluates project feasibility; develops project costs and benefit analysis/estimates; evaluates risks; prepares statement of work; and estimates staff and consultant resources required for successfully project completion. Manages necessary contracts/contractors and their consultants; manages projects to ensure accurate statements of work are developed; project plans are complete; timelines are met; tasks are completed; deliverables received;

successful acceptance testing is performed; and ensures invoices are approved and paid according to contract requirements.

5% (M) Leadership, Mentoring

Provide leadership, programming and technical instruction to other IT staff, including staff development, mentoring, and assistance with problem solving relating to the most-complex applications and IT problems. Conduct formal training for other programmer staff to transition knowledge of applications and systems functionality, logic and relationships used to build screens or reports. Teach programmers to write code for database queries, ad hoc reports, application/code structures, and performance optimization. Set priorities, distributes workload and monitors progress to ensure milestones are met and deliverables meet client/business specifications.

B. Supervision Received

Software Specialist II (Technical) reports directly to the Systems Software Specialist III Supervisor.

C. Supervision Exercised

None

D. Administrative Responsibility

Reviews, develops and monitors IT contracts.

E. Personal Contacts

The Software Specialist II (Technical) has daily contact with all levels of the Information Technology Division staff, consultants/vendors, CSLB staff, California Department of Technology Data Center Services, Control Agency staff, DCA OIS staff and other government agencies.

F. Actions and Consequences

The Software Specialist II (Technical) makes 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 the situation dictates the incumbent works varying work schedule and can be on-call during non-business hours.

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: 04/2015