

Classification Title Systems Software Specialist I (Technical)	Board/Bureau/Division Contractors State License Board (CSLB)
Working Title Systems Software Specialist I (Technical)	Office/Unit/Section / Geographic Location Office of Information Technology Client Server Applications Unit Sacramento
Position Number 622-120-1587-xxx	Effective Date

Under the general supervision of the Systems Software Specialist III Supervisor the Systems Software Specialist I (Technical) will independently perform as a journey level technical specialist, act as a leader on smaller systems software projects, and possess a wide range of knowledge and skills to implement and maintain CSLB 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 complex information technology software systems. Using the Systems Development Life Cycle, the System Software Specialist I will be responsible for the maintenance, and on-going support of mission critical custom applications and the CSLB Internet/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]

55% IT Systems and Applications Support (E)

25% Independently responsible for the study, design and programming of CSLB information technology systems which includes the task of project lead for analyzing operational methods and developing computer programs to meet desired business needs and results. Work as a technical specialist and is responsible for being the project leader on complex applications, or resolution of complex information technology system problems. Act as project lead, establish and maintain cooperative working relationships with application users, CSLB Management, Testing staff, Public Affairs staff, Technical Support staff, and other government offices to perform the ongoing application maintenance and support.

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.

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

15% 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; 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; review and validate risk analysis and identify corrective action. This will also include writing and maintaining manuals on the use and functionality of CSLB's Internet/Intranet Websites and web applications.

5% 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.

30% Web Site Maintenance (E)

15% Perform day to day maintenance of the CSLB Internet and Intranet Websites. Determine and document site requirements; respond to and produce code for Website modification requests; implement modifications using a variety of programming languages (both web-based and mainframe-based); and utilize a variety of programming software applications to support Website functionality.

15% Determine parameter/requirements of management and statistical reports for the CSLB Internet and Intranet Websites; design and development management and statistical reports; Compile, analyze and prepare reports that meet CSLB business requirements.

10% Skill Development (E)

Develop and maintain knowledge, skills, and abilities in learning multiple complex software/hardware platforms, programming languages, 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% Mentoring (M)

Provide mentoring, programming and technical instruction to other IT staff, including staff development, mentoring, and assistance with problem solving relating to 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.

B. Supervision Received

The System Software Specialist I (Technical) reports directly to the Systems Software Specialist III (Supervisor). The Specialist may also receive direction from the System Software Specialist III (Technical)

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The Software Specialist I (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 System Software Specialist I (Technical) makes decisions and program modifications impacting the direction and functionality of CSLB's 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.

H. Other Information

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