

Classification Title Systems Software Specialist III (Supervisor)	Board/Bureau/Division/Office Contractors State License Board (CSLB) Office of Information Technology
Working Title Programming Unit Supervisor	Section/Unit/Geographic Location Programming / Support Unit Sacramento
Position Number 622-120-1559-XXX	Effective Date

The Systems Software Specialist III (Supervisor) will report directly to the Data Processing Manager III, Chief of Information Technology. The incumbent independently plan, organize, and direct all activities associated with the research, development, implementation, and support of the Programming and Data Services Units. The incumbent has responsibility for oversight and working knowledge and support of the most complex, custom software/systems, tools and databases which include: CSLB's Mainframe Legacy Applications, ADABAS database, Natural Programming, Natural Security, JCL Batch Jobs, NearStar, Data Services, Data conversion, Dataset error correction, CICS region, PREDICT, Natural Upgrades, and interfaces to other applications such as Imaging and Workflow Automated System (IWAS). Additionally, the incumbent will provide oversight to production support of these systems. The duties include, but are not limited to:

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

45% (E) Research, Development, Support, and Maintenance of CSLB's Mainframe Legacy Applications/System.

Provides technical guidance and management and/or performs the most complex tasks related to the Programming and Data Services units. Assists with Mainframe Natural/ADABAS programming and troubleshooting, develops complex designs, develops comprehensive software plans/strategies for cross functional applications, application integration, writes most complex programming logic, tests, and implements all phases of the systems development life cycle. (15%)

Resolves the most complex problems related to interfaces and connectivity of multiple hardware platforms, operating systems, database management systems, and imaging systems. (10%)

Identifies and defines business and technical requirements applied to the design, development, implementation, management and support of systems; while ensuring the programming logic is in compliance with CSLB's laws and regulations. (10%)

Researches, evaluates and tests hardware and software products and system solutions in order to recommend adoption of new or enhanced approaches to the delivery of IT services. Develops and maintains standards and procedures for software development, requirement analysis, reusability of systems and/or code, performance metrics, and change control. (10%)

30 % (E) Supervision/Management

Provides technical guidance/troubleshooting and on the job training. Provides technical assistance to staff. Reviews staff assignments, conducts application logic and code walk-thru, ensures assignments are completed and implemented. (15%)

Sets priorities, distributes workload and monitors progress to ensure milestones are met and deliverables meet client/business specifications. Performs day to day administrative tasks such as; leave approval, probation/annual appraisal reports, determines formal training needs, etc. (15%)

15% (E) Data/Data Base Administration (ADA BAS)

Troubleshoots and resolves the most complex data base problems. Provides technical guidance and performs the most complex functions/assignments.

Develops and maintains data quality standards, integrity processes and procedures; and data security/access processes and procedures.

Develops standards and procedures for database design and access methods; monitor and optimize database performance and monitor database capacity.

5% (E) Project/Contract Management

- Performs project management ensuring project plans are complete; tasks and deliverables are managed.
- Manages contracts/contractors, ensuring statements of work/contract deliverables are managed, timelines are met, deliverable are acceptable, performs or over see's acceptance testing, and ensures invoices are paid according to contract requirements.
- Investigates, analyzes, and evaluates project feasibility, develops project costs and benefit analysis/estimates; evaluates risks; and estimates resources needs for staff and consultants.

5% (M) Miscellaneous

- Maintains CSLB user requests, prioritizes requests with users, and oversee change control.
- Develops/oversees Operational Recovery Plans and participates in testing of these plans.
- Develops IT Strategic Objectives and Goals; develops plans to carry out those goals.
- Participates in CSLB's business strategic planning.

B. SUPERVISION RECEIVED

The SSSIII Supervisor is directly supervised by the Chief, of Information Technology.

C. SUPERVISION EXERCISED

The SSSIII directly supervises the Production Support Staff, Team Leaders, Programmers, and Consultants.

D. ADMINISTRATIVE RESPONSIBILITY

Reviews and develops contracts, oversee their assignments, approve invoices.

E. PERSONAL CONTACTS

The SSSIII Supervisor has contact with all levels of the Information Technology Division staff, consultants/vendors, CSLB staff, Department of Technology Service's staff, Control Agency staff, DCA OIS staff, and other government agencies.

F. ACTIONS AND CONSEQUENCES

Failure of these duties could result incorrect information, ie; licensee and applicants could be impacted, not issued a license or issued a license when it should have been denied. Thus resulting in potential harm to our consumers via the use of unlicensed contractors, or cause harm to the contract in terms of

their livelihood should their license be invalid. Unavailability of the automated systems could result in workload backlogs; inability to conduct enforcement activities (because the data would not be available). The SSS III Supervisor decisions directly affect the Department and CSLB's mission.

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 a varying work schedule and can be on-call during non-business hours.

H. OTHER INFORMATION

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.)

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: 6/25/2015