

<b>Classification Title</b> Systems Software Specialist III (Technical)	<b>Board/Bureau/Division</b> Contractors State License Board (CSLB)
<b>Working Title</b> Systems Software Specialist III (Technical)	<b>Office/Unit/Section / Geographic Location</b> Information Technology Division Client Server Applications Unit Sacramento
<b>Position Number</b> 622-120-1367-XXX	<b>Effective Date</b>

Under the administrative direction of the Systems Software Specialist III Supervisor, the Systems Software Specialist III (Technical) will independently perform as a high level technical specialist; act as project lead on the most-complex applications and IT system problems; and possess lead knowledge and skills to implement and maintain CSLB’s largest and most complex information technology projects, and mission critical systems and applications. The incumbent will be responsible for all phases of project lifecycle; which includes but is not limited to: assigning staff to the project, defining roles and responsibilities of team members, developing and/or approving the project schedule, development of detailed requirements, and acceptance of deliverables. The incumbent will work with Department of Consumer Affairs, Office of Information Services staff, Breeze project team (including vendors).

**Knowledge:** This is a lead position with a primary focus on applications design, development, implementation, and on-going support (maintenance and operation). The incumbent must be familiar with all components of network/technical architecture. Extensive knowledge of all components of a technical architecture including Oracle and Java platforms is required. In addition the incumbent must understand electronic computer systems, data communications, application development, software programming, Oracle and SQL database management, and database design. The incumbent has knowledge of electronic data processing equipment and its capabilities and interfaces between hardware and software. The incumbent has extensive experience and knowledge in the software development lifecycle, business process re-engineering, enterprise data security, Service Oriented Architecture (SOA) and object-oriented analysis and design. The incumbent demonstrates true proficiency with respect to development of long-term application and data migration strategies, data processing concepts, practice, methods, and principles along with an in-depth understanding of, and currency with respect to evolving industry trends and standards. The incumbent demonstrates specialization in enterprise system administration/operation as well as lead technical knowledge and ability to apply concepts relative to system, application and network components in designing, implementing and evaluating long term, complex information technology systems. Using the Systems Development Life Cycle, the analyst will be responsible for the maintenance and on-going support of the mission critical Imaging and Workflow Automation System (IWAS), and the State Contractor Official Regulatory Examination System (SCORE), and various duties relating to the development, implementation, and on-going support of the new online licensing and enforcement functionality including the new Breeze system and/or other System. Duties include but are not limited to the following:

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

**75% IT Systems and Applications Support (E)**

Responsible for the independent 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/results. Work as a lead technical specialist and will be responsible for being the project leader on the most complex applications, or resolution of the most complex information technology systems problems. Act as project lead, establish and maintain cooperative working relationships with business/DCA Management, Testing staff, Technical Support staff, various vendors, and other government offices to perform the ongoing maintenance and support of IWAS, SCORE, online licensing and enforcement systems and/or Breeze, and any other CSLB system(s). Develop specifications and requirements to identify system enhancement alternatives and recommend solutions. Identify 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 including Java. Perform database support, test program code conduct user testing, and implement changes into production. Monitor the systems applications for performance and/or security violations. Troubleshoot and resolve user issues/problems. (35%)

Establish procedures, system policies, operations and reference materials for the application services provided. 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. 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. (20%)

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. 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 the most complex technical and non-technical problems. Develop, implement and monitor project plans. Prepare cost estimates for changes and enhancements and prepare cost benefits analysis. Establish procedures and guidelines for data security and confidentiality. Conduct impact and risk analysis. Prepare daily data back up guidelines and set-up archiving schedules, review and validate risk analysis and identify corrective action. (10%)

Determine needs and prepare contractual support documents such as the Statement of Work for vendor to upgrade proprietary software. Develop and document project plans. Research and document software justifications for purchase. Monitor status of annual software licenses and prepare required documentation. (5%)

Act as a coordinator during application troubleshooting incidents. Assist with application troubleshooting. Work with third level application support teams. Provide expertise and assistance for production incidents on a 24-hour availability basis. Act as a lead liaison with vendors to report/troubleshoot special purpose vendor supplied application software problems. Prepare/review disruption reports and correction plans. (5%)

**10% Skill Development (E)**

Develop and maintain knowledge, skills, and abilities in learning the largest and most 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.

**10% Web Site Maintenance (E)**

Oversee staff and/or administer Web Site maintenance. Determine and document requirements, respond to and produce code for Web Site modification requests using a variety of programming languages (both web-based and mainframe-based), utilize a variety of programming software applications to support Web Site functionality. Compile, analyze and prepare management reports on Internet statistics.

**5% Leadership, Mentoring (M)**

Provide leadership and programming/technical instruction to programmer staff, including staff development, mentoring, and assistance with problem solving relating to the most-complex applications and IT problems. Provide training for programmer staff to transition knowledge of applications and systems functionality, logic and relationships used to build screens or reports. Assist programmers with writing database queries, ad hoc reports, and application/code structures. Keep management apprised on critical projects and provides regular status updates to supervisor.

**B. Supervision Received**

The Systems Software Specialist III (Technical) reports directly to the Systems Software Specialist III Supervisor, The Systems Software Specialist III may also receive direction from the Data Processing Manager III.

**C. Supervision Exercised**

None

**D. Administrative Responsibility**

Reviews, develops and monitors IT contracts.

**E. Personal Contacts**

The Systems Software Specialist III (Technical) 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 and 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, as well as presentation skills applicable to all levels of audience.

F. Actions and Consequences

The Systems Software Specialist III (Technical) 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 up to 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-office hours, work weekends, swing shift (4 p.m. to midnight), or grave shift (midnight to 8 a.m.).

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

Revised: 12/2014