

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**DUTY STATEMENT**

RPA

EFFECTIVE DATE:

CDCR INSTITUTION OR DEPARTMENT California Prison Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial) 042-130-1367-003, 005
UNIT NAME AND CITY LOCATED Enterprise Applications Development, Information Technology Services - Sacramento	CLASS TITLE Systems Software Specialist III (Technical)
WORKING DAYS AND WORKING HOURS 8:00 a.m. to 5:00 p.m. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO Sacramento
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency – Unit – Class – Serial)

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND INGENUITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE CRITICAL TO THE SUCCESS OF THE DEPARTMENT'S MISSION.

Under the administrative direction of the Data Processing Manager III (DPM III), Enterprise Applications Development, the Systems Software Specialist III (Technical) (SSS III) (C#, .Net Architect) serves as the technical lead for major application development project initiatives for California Prison Health Care Services (CPHCS) Enterprise applications. The incumbent works independently as the recognized technical specialist on the maintenance of the most complex software systems and software projects, and/or acts as a leader on projects involving the conversion to the most complex computer configurations. The incumbent supports complex web services and statewide web development efforts which may include the design, development, implementation, configuration, maintenance, troubleshooting and support of assigned services and technologies.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use addition sheet if necessary)</i>
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ESSENTIAL FUNCTIONS

40%	Leads Enterprise applications design, development, testing, deployment, operations, documentation, standards development, best practices, security, middleware, content management and technology maintenance solutions that are essential to CPHCS' mission or affect a large number of the organization's business areas. Responsible for the most complex software systems, hardware and networking (i.e. OS, DBMS, middleware, etc.). Designs enterprise applications with auditing, content management, enterprise workflow, business process integration. Ensures IT activities follow the State Administrative Manual (SAM) information management guidelines. Acts as a technical advisor/consultant to customers, Information Technology (IT) staff, vendors and contractors. Provides expert guidance on information system planning. Provides architectural technical guidance and direction to operations staff and management. Coordinates and ensures effective operations of complex multi-tier environments, and implements strategies to monitor mission critical applications availability to business users. Ensures availability and performance of the web applications that support the CPHCS systems. Provides web technologies mentoring, including web coding languages such as C#, XHTML, CSS, JavaScript, XML etc. and emerging web technologies. Provides complex project planning, research, scheduling and leadership for CPHCS web projects.
30%	Leads the technical aspects of application architecture, and ensures critical business functions are addressed and completed. Coordinates with technical users, business users and managers to review development and maintenance components of project plans with an emphasis on application requirements. Improves and maintains applications, including rollouts and upgrades. Manages

	<p>implementation and ensures all procedures are in compliance with the SAM and the Department Operations Manual. Implements and releases application changes as submitted by business users. Serves as the Solutions Architect for CPHCS Enterprise Applications requirements. Provides trend analysis on applications usage, resource utilization to the upper management to enable them to make informed decisions on Enterprise applications.</p>
15%	<p>Acts as a lead in gathering business requirements to understand the application requirements necessary to support future business needs; and to review, develop and implement IT policies, standards, procedures and best practices. Completes step by step documentation of software installations. Collects, monitors and reports costs, schedules and benefits for department IT projects. Independently develops and delivers presentations to executive staff and other IT Staff as directed by management. Reviews and approves installation/upgrade procedures for hardware and software. Maintains special purpose vendor supplied application software support IDs and licenses.</p>
15%	<p>Acts as a coordinator during troubleshooting incidents. Assists with infrastructure services. Provides expertise and assistance for production incidents on a 24-hour availability basis. Identifies and resolves application configurations issues. Escalates problems to senior management and third parties when appropriate. Prepares and reviews disruption reports and correction plans. Assesses vendor deliverables and manages resources when needed. Performs other related work as assigned by CPHCS management and supervisors.</p>

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KNOWLEDGE AND ABILITIES
Knowledge of: Information technology systems (software) programming, equipment, and its capabilities and interfaces between hardware and software; and the requirements for the installation and implementation of the most complex information technology software systems.
Ability to: Write complex programs; develop detailed program specifications; analyze data and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions; apply creative thinking in the design and development of methods of processing information with information technology systems; establish and maintain cooperative relationships with those contacted in the course of the work; work under pressure; communicate effectively; prepare effective reports; coordinate the activities of technical personnel.

DESIRABLE QUALIFICATIONS
Experience in: Service Oriented Architecture (SOA); applications architecture on inception-to-delivery of .net projects; working with geographically distributed teams; working with a team to ensure associated hardware resources are allocated to the applications and to ensure high availability and optimum performance; working in a team that delivers a high availability service; monitoring and tuning a database to provide a high availability service; working in health care information technology environment; implementing and developing SharePoint web parts; design, development, and administration of SharePoint sites using best practices; implementing projects in SDLC methods;
Knowledge of: Web application security and encryption; the State IT Governance Policies and Security Standards per the State Administrative Manual (SAM); various web standards, technologies and systems, with specific focus on web design and graphic design; Service Oriented Architecture
Ability to: Proactively monitor the applications to ensure secure services with minimum downtime; effectively manage projects and lead teams; mentor organizational staff and relate to CPHCS program management and staff.
Special Personal Characteristics: Ability to work independently and in a team environment, act tactfully and be articulate in high-level meetings. Excellent written and verbal communication skills. Demonstrated ability to act independently; flexibility; tact; and the ability to act effectively under pressure.
Interpersonal Skills: Ability to lead by example and gain the respect of others.

SPECIAL PHYSICAL CHARACTERISTICS
 Persons appointed to this position must be reasonably expected to exert up to 40 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves frequent walking, standing and sitting.

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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STATE OF CALIFORNIA

DEPARTMENT OF CORRECTIONS AND REHABILITATION
DIVISION OF CORRECTIONAL HEALTH CARE SERVICES