

**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-xxx
UNIT NAME AND CITY LOCATED Information Services Section, 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), IT Operations, the Systems Software Specialist III, Technical (SSS III) serves as the technical lead for major project, network and infrastructure initiatives for California Prison Health Care Services (CPHCS). These functions include, but are not limited to, leading project requirements analysis; architectural development; general design; development; testing and implementation of all solutions on existing and target infrastructures.

% 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**

<b>40%</b>	Leads the planning, analysis, design, development and maintenance of technological solutions that are essential to CPHCS' mission or affect a large number of the organization's business areas. Develops, analyzes, and corrects technical aspects of Request for Proposals (RFP), Feasibility Study Reports (FSR), Budget Change Proposals (BCP), and Post Implementation Evaluation and Reviews (PIER). Proposes and modifies service level agreements. Determines the impact of data communication upgrades, and coordinates data communications services implementation in CPHCS production environments. Sets configuration standards and conventions. Acts as a technical advisor/consultant to customers, Information Technology (IT) staff, vendors and contractors. Provides expert guidance on information system planning. Provides technical guidance and direction to operations staff and management. Coordinates and ensures effective operations of complex multi-tier environments, and performs configuration management changes.
<b>30%</b>	Leads the technical aspects of infrastructure projects, and ensures critical functions are addressed and completed. Coordinates with technical and user project managers to review development and maintenance components of project plans. Manages implementation and ensures all procedures are in compliance with the State Administrative Manual and the Department Operations Manual. Serves as a lead for technical IT staff.
<b>15%</b>	Reviews, develops, and implements IT policies, standards and procedures. Documents data communication configurations. Collects, monitors and reports costs, schedules and benefits for department data services projects. Develops and delivers presentations to IT staff and management as needed. Reviews and approves hardware/software installation procedures, migration/conversion procedures, backup/recovery plans and procedures, and disaster recovery plans and procedures. Maintains control of operating systems, and special purpose vendor supplied application software and licenses. Provides third level support to IT field support staff.
<b>15%</b>	Develops and maintains technical documentation. 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 network and directory services system and/or configurations issues. Prepares/reviews disruption reports and correction plans.

**DUTY STATEMENT**

RPA – -

<b>% of time performing duties</b>	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>
	<p><b>KNOWLEDGE AND ABILITIES</b></p> <p><i>Knowledge of:</i> 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.</p> <p><i>Ability to:</i> 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.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <p><i>Knowledge of:</i> Electronic computer systems; data communications software programming, installation, implementation, maintenance, configuration, and troubleshooting; all electronic data processing equipment, and their capabilities and interfaces between hardware and software; managing servers in a statewide data network of the highest complexity, including local area networks in all CDCR/CPHCS locations and a high speed, digital wide-area network; data processing concepts, practice, methods, and principles along with an in-depth understanding of, and currency with respect to evolving industry trends and standards; specialization in enterprise system administration/operation; system, application and network components in designing, implementing and evaluating long term, complex information technology systems; project management principles and techniques; and enterprise network security.</p> <p><i>Ability to:</i> Develop and ensure availability of data services for an enterprise network environment for departmental business applications and systems management; ensure planned business applications will effectively function within the server architecture design and defining architecture requirements and configuration management; identify impacts, determine appropriate methodology and procedures, and recommend alternatives for the CPHCS enterprise when considering service enhancements or additions; ensure the integration of multiple services occurs without service impact to customers; effectively manage projects and lead teams; mentor organizational staff and relate to CPHCS program management and staff.</p> <p><i>Special Personal Characteristics:</i> Excellent communication skills, both written and verbal.</p> <p><i>Interpersonal Skills:</i> Ability to lead by example and gain the respect of others.</p> <p><i>Additional Desirable Qualifications:</i> Demonstrated ability to act independently; flexibility; tact; and the ability to act effectively under pressure.</p> <p><b>SPECIAL PHYSICAL CHARACTERISTICS</b></p> <p>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.</p>
<b>SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</b>	
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE
	DATE
<b>EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</b>	
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

STATE OF CALIFORNIA

DEPARTMENT OF CORRECTIONS AND REHABILITATION  
DIVISION OF CORRECTIONAL HEALTH CARE SERVICES