

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) 042-130-1373-XXX
UNIT NAME AND CITY LOCATED Enterprise Applications Development, Information Technology Services - Sacramento	CLASS TITLE Systems Software Specialist II (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 II (Technical) (SSS II) serves as the 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 has expert-level technical skills and knowledge to support 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%**

Responsible for installing, maintaining, configuring, debugging and testing Web applications across projects. Engages with projects and provides technical direction & oversight on Enterprise application design, development, testing, deployment, operations, documentation, standards, best practices, security, middleware, content management and maintenance of technology solutions that are essential to CPHCS' mission. Proposes and modifies service level agreements. Acts as a technical lead to business customers, Information Technology (IT) staff, vendors and contractors. Coordinates and ensures effective operations of complex multi-tier environments, and implements strategies to monitor mission critical application availability to business users. 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%

Gather and define requirements for Web projects. Leads concurrent high-priority assignments and ensures critical business functions are addressed and completed. Coordinates with subject matter experts and user project managers to review development and maintenance components of project plans with emphasis on the application requirements. Oversees implementation and ensures all procedures are in compliance with the State Administrative Manual and the Department Operations Manual. Serves as Lead developer for CPHCS' Enterprise Applications requirements.

20%

Works with projects to implement custom off the shelf (COTS) applications, and transition application to maintenance and operations (M&O). Duties include (but not limited to) Step by Step documentation of software installations, maintaining special purpose vendor supplied application software support IDs and licenses, developing operational processes and procedures, coordinating support of applications with the call center and field support. Coordinates 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. Prepares/reviews disruption reports and correction plans. Assess the vendor deliverables and oversees vendor resources as needed. Collects, monitors and reports costs, schedules and benefits for department IT projects. Reviews hardware/software installation/upgrade procedure.

10%

Develops and delivers presentations to executive staff, other IT Staff per management direction and any other related work assigned by the CPHCS Management/Supervisors.

DUTY STATEMENT

RPA – -

% 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>	
	<p>KNOWLEDGE AND ABILITIES</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. Exemplary general IT knowledge (applications development, testing, deployment, operations, documentation, standards, best practices, security, middleware, etc.). knowledge of web technologies mentoring, including in web coding languages such as C#, VB.net, XHTML, CSS, JavaScript, XML etc. and emerging web technology. Knowledge in Adobe LiveCycle Suite (Form Designer, Workflow, eForm, Rights Management, etc) and SQL reporting service.</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. Develop application using Adobe LiveCycle suite like creating forms, Workflow, web services, etc.</p> <p>DESIRABLE QUALIFICATIONS</p> <p><i>Experience in:</i> 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;</p> <p><i>Knowledge of:</i> 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</p> <p><i>Ability to:</i> 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.</p> <p><i>Special Personal Characteristics:</i> 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.</p> <p><i>Interpersonal Skills:</i> Ability to lead by example and gain the respect of others.</p> <p>SPECIAL PHYSICAL CHARACTERISTICS</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>	
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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