



# career opportunity

## Office of Technology Services

Engineering/Mainframe Services/CICS Support Unit  
Systems Software Specialist III (Technical) \$6388 - \$8396  
Permanent/Fulltime  
Final File Date: Until Filled

### Who Are We?

The Department of Technology's Office of Technology Services (OTech) is one of the largest suppliers of information technology services to state, county, federal, and local government entities throughout California. Through the use of a scalable, reliable and secure statewide network, combined with expertise in voice and data technologies, OTech delivers comprehensive, cost-effective computing, networking, electronic messaging and training solutions to benefit the people of California. We are one of the few state entities with a state of the art Tier III data center.

Staff operates out of the Rancho Cordova area, supporting the operations of some of the largest and most sophisticated computer systems in California. Our services help ensure that critical information technology applications Californians depend on every day are available and secure.

We provide excellent health benefits, generous vacation and sick leave accrual, exceptional retirement benefits, 11 paid state holidays, and two paid professional development days per year and value the importance of your work life balance. We are committed to growing all of our talented staff. This position is located in Rancho Cordova with free parking.

### What You'll Be Doing...

As a Systems Software Specialist III (Technical), you will assume a mastery level support role in the CICS Support Unit and be responsible for installation and maintenance of software products that interface with CICS and z/OS and/or are used by clients and their applications in the use of CICS. Responsible for working with clients and other Office of Technology Services (OTech) Units in the installation and maintenance of all product supported by the OTech CICS Unit. As necessary, will assist clients and other OTech Units with the implementation, debugging, and analysis of the most complex problems and a variety of proposed solutions pertaining to CICS. You will assist in the maintenance and performance of Operational Recovery duties as pertaining to CICS on all systems, and with all required products needed to support OTech client applications that are identified for Operational Recovery.

For a more complete job description, click on this link to view the Duty Statement:  
[Systems Software Specialist III \(Technical\)](#)



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## Who We're Looking For...

We're looking for dedicated, talented individuals who possess the following skills, abilities, and can work in the following environment:

- Mastery level support of CICS and responsible for installation and maintenance of software products that interface with CICS and z/OS
- Communication skills necessary to communicate with clients and OTech staff on the phone, email, and written reports.
- Ability to interact on a daily basis with clients by phone and email. Many of these contacts will be of high priority pertaining to open problems with customer access or loss of functionality.
- Ability to prioritize and follow up on many issues at the same time.
- Ability to provide reports and documentation to OTECH staff and clients pertaining to all areas of responsibility within CICS.
- Ability to keep existing proprietary software products current to vendor supported release levels.
- Ability to ensure clients are provided assistance and technical procedure documents in the use of products and resolve problems in a prompt manner using vendor supplied or OTECH solutions.

## How to Apply...

Interested applicants must submit a State application to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY  
P. O. Box 1810  
Rancho Cordova, CA 95741-1810  
Attention: Rae / RPA 16-087  
Inquiries: Nicole Betts (916) 228-6454

**When applying for a Job Opening, you must be sure to submit one state application per RPA #. You must indicate the RPA # you are applying for on your application, as well as your eligibility in the Explanations box; otherwise, your application may not be processed.**

To be considered for the position of a **Systems Software Specialist III (Technical)** classification, you must first obtain eligibility through an examination process. Visit our Career Opportunities webpage at <http://cio.ca.gov/About/Careers> for information and instructions on the hiring process.

## The Fine Print...

Applications will be accepted only from individuals currently at the **Systems Software Specialist III (Technical)** level, or applicants who have transfer or list eligibility. Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. Training and Development Assignments may be considered. This recruitment may be used to fill multiple vacancies occurring in this unit for this classification within the next 60 days.

