

DUTY STATEMENT

PROPOSED

TECH 052 (REV. 10/2015)

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).
INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 04/18/2016	B. APPOINTMENT EFFECTIVE DATE
C. CURRENT POSITION NUMBER 695-364-1587-011	D. PROPOSED POSITION NUMBER (LAST THREE (3) DIGITS ASSIGNED BY HR)
E. DIVISION / BRANCH / UNIT / PHYSICAL LOCATION OF POSITION Engineering/Mainframe Services/ADABAS Unit/Gold Camp Campus, Rancho Cordova	
F. CLASSIFICATION Systems Software Specialist I (Technical)	G. INCUMBENT NAME
H. SUPERVISOR NAME AND CLASSIFICATION Connie Kono, Systems Software Specialist Supervisor	I. POSITION REQUIRES A FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) Mon through Fri, 8am to 5pm (variable), Day Shift	K. POSITION REQUIRES DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	<p>Organizational Setting and Major Functions</p> <p>Under general supervision within the Software Support Branch, the Systems Software Specialist (SSS) I (Technical) acts as a technical software support specialist working with a team of highly trained professionals in support of ADABAS, IDMS, and several related products in a mainframe and client/server computing environment. Work independently or as a team leader or as a team member. Provide a variety of software support services for customer departments. Install, maintain, test, monitor and tune complex Database Management Systems (ADABAS & IDMS) and/or general purpose software products (Natural and other Software AG/Computer Associates products) in the mainframe and client/server environments. Develop and maintain customized online and/or batch interfaces and exits to the software. Provide consultation and support as needed to support the customer department staff in the use of these products. Quickly, efficiently and effectively troubleshoot and resolve complex customer problems and proactively identify possible future problems.</p>
40%	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Act as a technical consultant on system software issues for supported software products (ADABAS/Natural/IDMS, etc.); develop written procedures for performing system maintenance to ensure proper and timely maintenance; create detailed instructions on the use of proprietary and third party software products(s) using the appropriate tools for the audience. Independently or as a team member, conduct analysis of highly complex issues involving work projects. As requested by the customer, monitor and tune proprietary and third-party software using operating system and vendor-supplied tools and utilities to ensure maximum system performance and availability. Learn and interpret new technology to solve customer business problems or answer questions involving issues of highly complex scope at the system software level. Attend team meetings on a regular basis and participate in other team related activities.</p>
30%	<p>Plan, manage, coordinate, install, and maintain simple to complex proprietary (ADABAS/Natural/IDMS, etc.) mainframe and client/server software products as requested by Otech customers, utilizing instructions, documentation, programs and utilities from the vendor, customer schedules, vendor requirements, and organizational policies as guidelines. Proactively identify and resolve complex technological issues. Conduct regular and frequent communications with internal and external customers to exchange information, discuss task/project progress and identify future tasks/projects and opportunities and reach decisions relative to customer requests, customer needs and service offerings. Make moderately complex technical presentations to staff and customers.</p>
25%	<p>Identify and diagnose malfunctions of complex software that may include recovery/restoration of the data, system software (ADABAS/Natural/IDMS, etc.) and /or hardware to ensure the software performs to the system specifications. This may include using dump analysis, traps, traces and vendor input to determine the appropriate corrective action. Perform regular backup of critical systems and upon loss of functionality or at customer request, recover and/or restore the data or the system software to return to normal operation. Review hardware and system software specifications including operating system, TP monitor, and storage requirements, to verify customer's environment can be successfully supported at Otech.</p>
	<p>Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)</p>

- Review supported software for resource optimization.
- Develop automated processes to improve efficiency in checking and controlling production environments.
- Review data for obsolescence and purging.

Work Environment Requirements

- May be contacted for after-hours support services.
- Must maintain consistent and predictable attendance.
- Periodic weekend and off shift work will be required
- Some travel may be required for meetings, training and conferences.
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

Allocation Factors (Complete each of the following factors.)

Supervision Received:

Assignments are made by the Unit supervisor and are general in nature. Work is done to meet the needs of the clients and is generated by the clients' direct requests or on behalf of requirements identified by the SSS I (Tech). Progress is reported on a weekly basis through both verbal and written reports. The SSS I (Tech) is responsible for the analysis, planning, and implementation of these assignments.

Actions and Consequences:

Decisions made, direction given and responsibilities assigned to the SSS I (Tech) directly impact both the Otech Data Center's ability to provide quality, reliable computing services, and the clients' ability to perform their mission critical programs. Failure to make quality decisions can result in system degradation and outages that affect a broad range of State services to the public.

Personal Contacts:

The SSS I (Tech) works regularly with client personnel, representatives from the vendor community and technical management personnel. Through this interaction, performance and capacity planning tasks are conducted, system problems are defined and resolved, and hardware and software requirements for the future are developed.

Administrative and Supervisory Responsibilities Indicate "None" if this is a non-supervisory position.)

N/A

Supervision Exercised:

N/A

Other Information

This position requires a knowledge operating systems and related software as well as database software as implemented on the various hardware platforms. The SSS I (Tech) must be familiar with the Windows environment for desktop to effectively manage their work. The SSS I (Tech) is a member of a highly skilled technical team of software specialists working to support various implementations of the database system and related software at the advanced specialist level on multiple operating system platforms.

Desirable Qualifications: (List in order of importance.)

- Knowledge and use of the ADABAS database
- Knowledge of Software AG products
- Knowledge of and experience with MVS software components, workloads, and utilities (e.g. JES2/JES3, TSO, ISPF, JCL, CLIST's, Dialog manager, REXX, SMF, RACF).
- Knowledge of z/OS workload types and workflow, including major categories of interactive/batch jobs.
- Ability to work with a variety of technical and management staff as well as vendors and customers.
- Experience working in a team environment
- Good verbal and written communication skills
- Understanding the importance of good customer service and the necessity of effective communication to meet customer's business needs

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT) []	INCUMBENT SIGNATURE []	DATE []
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT) []	SUPERVISOR SIGNATURE []	DATE []
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