

DUTY STATEMENT

TECH 052 (REV. 10/2015)

PROPOSED

RPA NUMBER (HR USE ONLY)

15-255

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 10/25/16	B. APPOINTMENT EFFECTIVE DATE
C. CURRENT POSITION NUMBER 695-364-1587-011	D. PROPOSED POSITION NUMBER (LAST THREE (3) DIGITS ASSIGNED BY HR) 695-364-1585-XXX
E. DIVISION / BRANCH / UNIT / PHYSICAL LOCATION OF POSITION Engineering/Mainframe Software Section/ADABAS/IDMS Support Unit/Rancho Cordova	
F. CLASSIFICATION Associate Systems Software Specialist (Technical)	G. INCUMBENT NAME
H. SUPERVISOR NAME AND CLASSIFICATION Connie Kono, Systems Software Specialist III (Supervisory)	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 supervision within the Software Support Branch, the Associate Systems Software Specialist (Technical) acts as an entry level 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. Works independently or as a team member. Provides a variety of software support services for customer departments. Installs, maintains, tests, monitors and tunes 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. Develops and maintains customized online and/or batch interfaces and exits to the software. Provides consultation and supports the customer department staff in the use of these products. Quickly, efficiently and effectively troubleshoots and resolves customer problems and proactively identifies 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 an entry level 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 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 system software questions. Attend team meetings on a regular basis and participate in other team related activities.</p>
30%	<p>Act as an entry level technical consultant to plan, manage, coordinate, install, and maintain simple 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 the less 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 technical presentations to staff and customers.</p>
25%	<p>Act as an entry level technical consultant to 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</p>

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. |

5% |

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

- Review supported software for resource optimization.
- Develop automated processes to improve efficiency in checking and controlling production environments.
- Review data for obsolescence and purging.
- Attend team meetings on a regular basis and participate in other team related activities. |

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:

The Associate Systems Software Specialist (Technical) receives supervision from the Unit supervisor. Progress is reported on a weekly basis through both verbal and written reports. |

Actions and Consequences:

Decisions made, direction given and responsibilities assigned to the Associate Systems Software Specialist (Technical) 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 Associate Software Systems Specialist (Technical) 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

The Associate Systems Software Specialist (Technical) must be familiar with the Windows environment for desktop to effectively manage their work. The Associate Systems Software Specialist (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 entry specialist level on multiple operating system platforms. |

Desirable Qualifications: (List in order of importance.)

- Knowledge of and experience with MVS and Enterprise Linux system 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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