

DUTY STATEMENT

TECH 052 (REV. 10/2015)

PROPOSED

RPA NUMBER (HR USE ONLY)

16-087

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 10/05/16	B. APPOINTMENT EFFECTIVE DATE
C. CURRENT POSITION NUMBER 695-364-1367-023	D. PROPOSED POSITION NUMBER (LAST THREE (3) DIGITS ASSIGNED BY HR)
E. DIVISION / BRANCH / UNIT / PHYSICAL LOCATION OF POSITION Engineering/Mainframe Services/CICS Support/Rancho Cordova	
F. CLASSIFICATION Systems Software Specialist III (Technical)	G. INCUMBENT NAME Vacant
H. SUPERVISOR NAME AND CLASSIFICATION Vacant, Systems Software Specialist III (Supervisory)	I. POSITION REQUIRES A FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) Monday — Friday 8 a.m. 5 p.m.	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 the administrative direction of the CICS Support Unit Systems Software Specialist (SSS) III (Supervisory), the Systems Software Specialist III (Technical) 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. The SSS III (Technical) will be 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, the incumbent 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. The incumbent 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.</p> <p>The SSS III (Technical) will provide primary support for the installation, testing and ongoing support of CICS and the interfacing software packages supported within the unit running on OTech's largest Mainframe systems and used by over 200 Client Departments. Maintain the availability and reliability of all CICS regions and software in supporting the more than 200 Client Department and the millions of transactions processed on a daily basis.</p>
<p>% of time performing duties 55%</p>	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>The SSS III (Technical) is responsible for the installation, customization and implementation of CICS, custom user exit code and the interfacing software packages supported within the unit. Working closely with clients, vendors and OTech staff throughout the OTech to provide software support for products running in or interfacing to CICS.</p> <p>Following is a partial list of installation tasks:</p> <ul style="list-style-type: none"> • Develop installation plans for all assigned software products. • Install, customize, test and implement assigned software into production. • Obtain and apply software patches for ongoing support issues. • Write custom user exits to meet Customer Department business requirements. • Coordinate Change Request process activities for assigned software packages. • Obtain and apply Program Technical Fixes (PTF) to solve client issues. • Provide technical information and product usage information for procurement staff used for the contract renewal process. • Provide documentation and procedures to be used by OTech staff and clients. Specifically to include but not limited to terminal installs, and Printer Installation. • New releases of software products, as well as version changes • Applying maintenance to products to keep them in current status • JCL changes to CICS regions

- Table changes for CICS, products and client applications
- Environmental changes to OTech operations
- RACF validation and changes
- As needed, review all files for obsolescence and backup for one (1) year, then purge from systems.
- Review assigned supported software for appropriate documentation/support.

40%

The Systems Software Specialist III (Technical) will interact daily 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. The incumbent will be required to prioritize and follow up on many issues at the same time. They will be required to provide reports and documentation to OTECH staff and clients pertaining to all areas of responsibility within CICS. They will also be responsible for keeping existing proprietary software products current to vendor supported release levels. Incumbent must ensure clients are provided assistance and technical procedure documents in the use of these products and resolve problems in a prompt manner using vendor supplied or OTECH solutions. Incumbent will also be required to maintain current procedural documentation and provide for the operational recovery requirements of each product. Following is a partial list of support tasks:

- Provide ongoing client support of assigned CICS regions and proprietary software packages including trouble shooting problem tickets.
- Write highly technical procedure documents for a wide range of audiences.
- Maintain procedures and documentation for assigned software packages.
- Provide Backup Support coverage for alternate assigned software products.
- Ensure that all software identified for Operational Recovery is at the appropriate version/level and has been thoroughly tested.
- Perform administrative tasks associated with the implementation of new software or the upgrade of existing software by preparing various reports and articles such as ENEWS articles, Post Implementation Evaluation Reports (PIER), Client activity and product usage information, Lotus Note Client notifications, CICS request forms, maintain and disseminate vendor supplied technical manuals in PDF format etc.
- Provide training to new and backup unit staff and customers for assigned software packages and OTech processing standards.
- Research and evaluate new software products upon client request.
- Participate as technical lead or as a team member on the more complex unit software projects in support of our clients and the OTech Data Center.
- Work with management and serve as technical advisor in the development and use of software technologies.
- Meet and confer with clients, OTech staff and vendors to develop project plans, discuss new software solutions and resolve performance issues concerning assigned software.

The incumbent's administrative responsibility includes activity reporting on assigned workload, authoring highly technical publications pertaining to the unit's software products, providing client usage statistics for procurement requirements, and researching and preparing reports regarding new software alternatives. Documenting installation, users and recovery procedures for products and processes used in the unit.

5%

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

Perform Operational Recovery for OTech clients that have subscribed for this service. CICS requires maximum availability and reliability because many of the applications are critical to client departmental goals. It is imperative that should OTech operation be interrupted due to disaster that the CICS Unit be able to restore full functionality of all subscribers' applications within 48 hours. This requires an understanding of all products supported within the CICS environment and how they interoperate with client requirements and applications. With the many weekly and sometimes daily changes that occur in the CICS production environment, these changes must be followed by and made ready for Operational Recovery.

Work Environment Requirements

- May receive calls for after-hours support services
- May be required to work outside of regular business hours

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Systems Software Specialist III (Technical) receives administrative direction from the CICS Support Unit SSS III (Supervisory). Assignments are made by the CICS Unit Supervisor. Assignments are for purposes of unit workload scheduling. The incumbent uses the incumbent's own experience and knowledge to research, schedule, and coordinate their work with that of other unit staff members, other OTech functional units, vendors and customers to complete assignments.

Actions and Consequences:

Extensive knowledge of data processing concepts, practices, methods and principles with respect to evolving industry trends, practices and standards is required for the incumbent to exercise good judgment to continually improve our work processes and services provided to the customers of the OTech. Proper judgment in problem resolution, software product implementation and consultation to unit staff members is vital to the success of the projects assigned to the unit and to the integrity of the OTech.

Personal Contacts:

The Systems Software Specialist III (Technical) will have daily contact with OTECH technical staff, supervisors, managers, OTech customers and vendors. Regular customer contact is required to maintain working relationships, keep current on customer directions and business requirements, and address questions, concerns, and issues in support of complex software products.

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

None

Supervision Exercised:

None

Other Information

OTech is a service oriented department and it is essential that we communicate effectively with all clients.

Desirable Qualifications: (List in order of importance.)

- 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.
- Ability to maintain current procedural documentation and provide for the operational recovery requirements of each product.

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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) Vacant	INCUMBENT SIGNATURE	DATE
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT) Vacant	SUPERVISOR SIGNATURE	DATE
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