

**DUTY STATEMENT**

TECH 052 (REV. 10/2015)

**PROPOSED**

RPA NUMBER (HR USE ONLY)

16-088

**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 695-364-1367-022	D. PROPOSED POSITION NUMBER (LAST THREE (3) DIGITS ASSIGNED BY HR) 
E. DIVISION / BRANCH / UNIT / PHYSICAL LOCATION OF POSITION Engineering/Mainframe Services/DB2 Support/Rancho Cordova	
F. CLASSIFICATION Systems Software Specialist III (Technical)	G. INCUMBENT NAME 
H. SUPERVISOR NAME AND CLASSIFICATION Vacant, 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) Monday – Friday and after hours and weekends as required	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><b>Organizational Setting and Major Functions</b></p> <p>Under the administrative direction of the DB2 Support Unit's Systems Software Specialist III (Supervisory), the Systems Software Specialist III (SSS) (Technical) will assume a master level technical specialist role in the DB2 Unit of the Software Section within the Mainframe Services Branch. The areas of responsibility of the unit involve the support of DB2 systems and a variety of IBM and other 3<sup>rd</sup> party products working with Mainframe DB2 systems. The SSS III (T) will share primary responsibility for the installation, upgrades and maintenance of DB2 systems and variety of DB2 software productions across all OTech's mainframe platforms. The SSS III (T) is a master of the software installation process with a complete understanding of DB2 and the z/OS operating system and its subsystems: e.g. JES2/JES3, DFSMS, RACF, and TSO. The SSS III (T) consults and assists both OTech staff and clients with their DB2 system requirements to ensure needs are satisfied and are required to perform, document and participate in disaster recovery activities.</p>
<p>% of time performing duties 50%</p>	<p><b>Essential Functions</b> (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Provide primary support for the installation, configuration, testing and ongoing support of DB2 systems and 30+ IBM and other vendors' products that work with DB2 systems across all OTech's mainframe platforms.</p> <p>Working closely with clients, vendors and OTech staff throughout the data center to provide Mainframe DB2 system support, the incumbent will be responsible for the installation, configuration and maintenance of DB2 systems and products. Following are a partial list of tasks:</p> <ul style="list-style-type: none"> <li>• Develop installation plans for assigned DB2 systems and products including coordination with CICS, Adabas, Network and any other OTech units as well as customer departments/organizations that are necessary to enable the integration of DB2 access with other software and hardware environments</li> <li>• Install, configure, test and work with the customer to test and deploy DB2 system upgrades/changes and a variety of software products into the OTech production environments.</li> <li>• Maintain all software at vendor supported levels.</li> <li>• Complete and maintain standardized installation documentation on the mainframe environment in accordance with unit standards. The documentation must contain a running log of all installation, configuration and maintenance activity related to the current installation of the product. All JCL that was used to install, customize and maintain the current installation must also reside with the documentation and must be retained for the duration of the current installation.</li> </ul>

- Diagnose DB2 systems and software product problems and assist internal and external clients with problem determination and product usage issues.
- Communicate with the products vendor to obtain the appropriate product fixes.
- Apply product fixes in a test environment and test with customer to resolve product issues.
- Coordinate Change Request process activities for assigned software products which would include coordination with Customer Departments to test and implement new or patched code into a production environment and development of a back out plan.
- Build and prepare disaster recovery files and procedures for DB2 systems and assigned software.
- Provide technical information and product usage information for procurement staff to be used for the contract renewal process.
- Provide technical training and support to unit staff members and other internal and external clients as required.
- Design, implement and control of system authorization to allow appropriate access to DB2 systems

45% |

The SSS III (T) will be responsible for keeping Mainframe DB2 systems and existing DB2 support software products current to vendor supported release levels. Incumbent must ensure that clients are provided assistance in using these products and resolve problems in a prompt manner using vendor and/or OTech provided solutions. Incumbent will also be required to maintain current procedural documentation and provide for the disaster recovery of each product. Following are a partial list of support tasks:

- Work with OTech storage unit to establish and maintain DB2 Data Sharing functionalities
- Provide ongoing client support for DB2 systems and software products.
- Respond to and resolve client issues or requests submitted by way of Service Desk ticket or the Service Request system.
- Provide on-call support coverage for after hour DB2 systems and product support.
- Create and execute operational procedures and recovery, maintenance of cross system recovery data sets and logs utilized in recoveries; ensure that all installed software is available for Disaster Recovery and is at the appropriate version/level.
- Direct and assist the client DBA's in application database recovery procedures and educating customer and/or OTech operations support personnel where DB2 support expertise is needed.
- 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, e-mails communications, client activity and product usage information, DB2 system service request forms, Change Management documents and maintain and disseminate vendor supplied technical manuals in PDF format etc.
- Study and evaluate new IBM and 3<sup>rd</sup> party software products upon client request.
- Serve as project lead or team member on the most complex DB2 or other system 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 DB2 and assigned software.
- Research and keep current with technology; apply feasible and applicable new technology to accomplish our work in a more effective and efficient way
- Inform and educate management, co-workers and customers on new technology that may improve system's or business process's efficiencies
- Provide appropriately detailed technical information timely to assist management in making decisions of major impact on DB2 database users and the MVS or LAN systems
- Is the technical expert for this unit and will assist unit members as well as other OTech staff with the most difficult technical problems as they pertain to software, hardware and network implementation

5%

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

- Develop and implement procedures which are used in the management of DB2 systems and DB2 support software on OTech mainframe system across all platforms
- Provide leadership assistance for clients implementing initial DB2 applications on OTech mainframe systems
- Provide consultation for development standards and performance analysis of database design in a DB2 Data Sharing Environment
- Train and mentor staff in the DB2 unit
- Provide support to all levels of OTech staff when needed

**Work Environment Requirements**

- May receive calls for after-hours support services
- Periodic overtime may 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 Systems Software Specialist III (Technical) receives administrative direction from the Unit Systems Software Specialist III (Supervisory). Assignments are made by the Unit supervisor or team lead 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 unit. Progress is reported on a weekly basis through both verbal and written reports. The incumbent is responsible for the analysis, planning, and implementation of these assignments

**Actions and Consequences:**

Decisions affecting complex technical aspects of the use of CICS and interfacing software are a fundamental part of the duties of this position. The primary objective of the position is to provide quality solutions to meet the customer processing needs while minimizing the incidence and cost of implementing and supporting redundant software.

These software products require extensive coordination with OTech Systems Software Specialists, clients, vendors and knowledge of all OTech systems, and their interface to other software. DB2 systems are used by major clients for their mission critical processing. Any failure to coordinate change activities, make sound decisions and provide quality solutions may adversely affect the stability of the computing platforms.

**Personal Contacts:**

SSS III (T) will be in 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 software products.

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

The SSS III (T) administrative responsibility includes activity reporting on assigned workload, authoring 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. The incumbent will be the primary trainer of personnel within the unit and develop and perform training for clients on OTech supported software and platforms.

**Supervision Exercised:**

None.

**Other Information**

The SSS III (T) must maintain master level knowledge of and the ability to perform work required any combination of the knowledge/experience listed in desirable qualifications |

**Desirable Qualifications:** (List in order of importance.)

- DB2 System and product installation, configuration and support
- z/OS concepts, components and processing techniques
- SMP/E
- JCL and procedures
- z/OS, JES commands
- Miscellaneous system tools or applications such as ESP, E(JES), TSO, ISPF, FTP, CLIST, REXX, etc
- z/OS file structures
- Tape and DASD processing
- PC software tools such as MS Access, Excel, Word, HTML, etc
- Good technical writing skills
- Good verbal communication skills

rp |

**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 [ ]
--------------------------------------	---------------------	-------------

**SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.**

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