

**DUTY STATEMENT**

GS 907T (REV. 03/05)

**SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY****INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

**10288-ETS**

EFFECTIVE DATE:

<b>DGS OFFICE OR CLIENT AGENCY</b> Admin Division – Enterprise Technology Solutions	<b>POSITION NUMBER (Agency - Unit - Class - Serial)</b> 306-072-1581-900
<b>UNIT NAME AND CITY LOCATED</b> Custom Application Management – West Sacramento	<b>CLASS TITLE</b> Staff Programmer Analyst
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday 8 a.m. to 5 p.m.	<b>SPECIFIC LOCATION ASSIGNED TO</b> 707 Third Street, 3rd Floor
<b>PROPOSED INCUMBENT (If known)</b>	<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> ---

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

Under the general supervision of the Data Processing Manager II - Working across the full system development life cycle (SDLC) this position performs analysis, design, development and maintenance operations on complex custom applications using Microsoft's technology stack such as ASP.Net, C#, IIS & SQL Server and others. As a valued member of a team the incumbent will work closely with Solution Architects, DBAs and Developers to expand DGS' delivery capabilities through the design and development of high performance web applications. This position is also acts as project leader on complex information systems and serves as an advanced technical specialist.

<b>% of time performing duties</b>	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
------------------------------------	---

35%	<p><i>All work is to be performed in accordance with State and Federal laws and rules, State Personnel Board, Department of Personnel Administration, State Administrative Manual (SAM), Government Code and other statutory mandates, and/or principles and guidelines of the Department of General Services (DGS) Executive Management.</i></p> <p>The Department of General Services' (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.</p> <p><b>ESSENTIAL FUNCTIONS</b></p> <p><b>Application Development and Maintenance:</b> In order to support the Department's complex custom Microsoft based applications, and using developmental languages such as VB.Net, C#, .asp, Classic .asp, VB6 ( and others) along with using DGS' standard programming tools (e.g. Visual Studio, Microsoft SQL Reporting Services, Microsoft SQL Integration Services, Crystal Reports, Team Foundation Server) following organizational standards, policies, and procedures for software development and release and change management:</p> <ul style="list-style-type: none"> <li>• Develops complex code for new and existing applications using but not limited to the above identified programming languages, customer requirements, best practices and following the system development lifecycle (SDLC)</li> <li>• Reviews complex code and business requirements in order to ensure the design and development of systems comply with security requirements, standards and the existing system architecture utilizing existing system documentation, flowcharts, visual inspections of code and analysis of code logic.</li> </ul>
-----	---

**SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

**EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT**

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE

**DUTY STATEMENT**

GS 907T (REV. 03/05)

RPA- 10288-ETS

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
25%	<p><b>ESSENTIAL FUNCTIONS (Continued)</b></p> <ul style="list-style-type: none"> <li>• Acts as technical specialist identifying complex application problems, including causes and effects in order to ensure quality implementations by using problems solving techniques.</li> <li>• Creates and setup test and development environments for complex applications based on Business Solution Center, IT procedures and standards.</li> <li>• Ensures code repository Team Foundation Server (TFS) is updated to the latest version of program code and all code is checked in accurately.</li> <li>• Analyzes and researches complex technology for requested new development or enhancements of applications by using technical tools, research, attending seminars/webinars and training along with other relevant methodologies.</li> <li>• Test complex applications for Quality Assurance (QA) using unit, integration and black box testing methodologies develop test cases and test scripts as applicable.</li> <li>• Deploys applications based on IT procedures and processes.</li> </ul> <p><b>Systems Analysis:</b> In order to meet DGS business goals and objectives, performs analysis of complex business and technology solutions in compliance with State and DGS IT policies, standards, procedures and objectives; the State Administrative Manual (SAM) Sections 4800 through 5953 and Sections 6700 through 6780; Department of Finance's Statewide Information Management Manual (SIMM); Department of Finance's Office of Technology Review, Oversight and Security (OTROS) rules and policies; Department of Finance's Desktop and Mobile Computing Policy (DMCP); the State's IT Security Policy:</p> <ul style="list-style-type: none"> <li>• Analyzes complex client business processes using the current and proposed information and business process flow to design the new or enhanced applications.</li> <li>• Performs complex cost-benefit analysis in order to recommended application solutions to ensure an optimal design for the IT environment.</li> <li>• Evaluates available technology including hardware and software to ensure the implementation meets the business objectives of the client in the most efficient manner.</li> <li>• Determines performance and availability requirements of the system and designs accordingly.</li> <li>• Assists with the development of complex feasibility study reports, statements of work, special projects reports and post implementation evaluation reports.</li> <li>• Evaluates complex systems and user interfaces to ensure all pieces of the design are taken to account.</li> </ul>
20%	<p><b>Project Management:</b> In order to manage the large number of diverse systems maintained by DGS, and to ensure that priorities are met while balancing current and future needs, the incumbent utilizes Project Management methodologies as defined within industry, ETS and by CA Tech standards while in compliance with DGS mission, goals and objectives:</p> <ul style="list-style-type: none"> <li>• Develops work plans and schedules using MS Project and other tools in support of new and existing systems to ensure efficient project completion.</li> <li>• Acts as project lead on complex information systems projects including but not limited to projects for Executive Office and Business Customers, in reference to Fi\$cal, Solution Center, Application Migration, Asset Management and any other initiatives identified by ETS or Management.</li> <li>• Develops and assist in developing of project charters, approach, work plans, schedule, and resource loading by following the project management methodologies described in PMBOK and CA-PMM..</li> <li>• Identifies problems and issues that impact the progress of work projects and assignments by identifying time constraints, resource limitations, scheduling conflicts and scope creep.</li> <li>• Monitors project performance and identifies critical project implementation problems and issues;</li> <li>• Routinely provides project status to all project stakeholders.</li> <li>• Manages work plans and schedules for the successful completion of task or on-going program functions.</li> <li>• Provides input for FSR's, PIER's, RFO's, IFB's and BCP's as necessary.</li> </ul>

**DUTY STATEMENT**

GS 907T (REV. 03/05)

RPA- 10288-ETS

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
15%	<p><b>Communication:</b></p> <p>In order to ensure effective communication with clients, management and peers, the incumbent utilizes effective written and oral communication tools as defined within the ETS Communications Plan while in compliance with DGS mission, goals and objectives:</p> <ul style="list-style-type: none"> <li>• Develops complex training materials including printed material and computer-based training to ensure all users in the environment have access to necessary application information.</li> <li>• Trains users in the environment by hands-on demonstration of application functions.</li> <li>• Makes presentations using multi-media technology in order to facilitate communication with clients, management and peers.</li> <li>• Interprets technical procedures for non-technical users in a variety of settings during system development to ensure users' needs are met.</li> <li>• Provides assistance to users in order to resolve technical software application problems.</li> <li>• Communicates with end-users, management and staff on project design and status using various recording techniques (e.g., issue papers, e-mail, phone, status reports, change orders, mock-ups, story board, etc.) to ensure consensus with the project team.</li> <li>• Ensures all complex system documentation is captured, available and updated including technical specifications, administrative and user manuals.</li> </ul>
5%	<p><b>MARGINAL FUNCTIONS</b></p> <p>Advises management, staff and clients on matters regarding trends and best practices for application solutions in order to maintain operational readiness and to continuously prepare for future technologies in compliance with DGS ET Standards, Asset Management and Security policies and procedures, and related Department of Finance and State Administrative Manual requirements.</p> <p><b>KNOWLEDGE, SKILLS AND ABILITIES</b></p> <p><b>Knowledge of:</b></p> <p>Information technology system programming, equipment, and its capabilities; principles and techniques of studying work processes for new or revised information technology system applications; principles of designing methods of processing information; technical report writing; statistical methods; principles of public administration, organization, and management; principles of personnel management.</p> <p><b>Ability to:</b></p> <p>Write complex programs and develop detailed program specifications; analyze information and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions; apply creative thinking in the design and development of methods of processing information with information technology systems; establish and maintain cooperative working relationships with those contacted in the course of the work; communicate effectively; prepare effective reports.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Experience with Microsoft Visual Studio ASP.NET, VB.NET, and C#.NET. Proficiency with Microsoft Desktop Applications including: Microsoft Office 2010, and Windows 7.</li> <li>• Proficiency with Microsoft Team Foundation Server, SQL Report Services (SRS) and SQL Server Integration Services (SSIS).</li> <li>• Ability to act independently or as a valued team member, be open-minded and flexible to other ideas and solutions, and be tactful.</li> <li>• Ability to communicate effectively orally and in writing.</li> <li>• Ability to handle multiple tasks, be creative, highly motivated and handle rapidly changing priorities and demonstrate leadership ability.</li> <li>• Proficiency with Microsoft ASP and Visual Basic 6.0.</li> <li>• Experience with Agile software development lifecycle methodology.</li> <li>• Experience or knowledge of ITIL and/or MOF</li> <li>• Experience supporting multiple software applications simultaneously.</li> <li>• Knowledge of the DGS technology environment.</li> </ul>

**DUTY STATEMENT**

GS 907T (REV. 03/05)

RPA- 10288-ETS

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
	<p><b>SPECIAL PERSONAL CHARACTERISTICS:</b></p> <ul style="list-style-type: none"><li>• Demonstrate a service oriented, customer relations-sensitive attitude.</li><li>• Must understand the importance of meeting business needs through innovative solutions.</li><li>• Experience working successfully in team environments as well as independently.</li><li>• Ability to make presentations at the appropriate level.</li><li>• Ability to work and protect confidential data</li><li>• Ability to identify, define and articulate issues and risks and also track, facilitate and monitors their resolution</li></ul> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</b></p> <p><b>PHYSICAL ABILITIES</b></p> <ul style="list-style-type: none"><li>• Use a PC to communicate and prepare written material</li><li>• Ability to sit for long periods of time</li><li>• Consistently exercise a high degree of independence</li></ul>