STATE OF CALIFORNIA DEPARTMENT OF GENERAL SERVICES

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- **11242-ETS**	EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Enterprise Technology Solutions	POSITION NUMBER (Agency - Unit - Class - Serial) 306-072-1373-925
UNIT NAME AND CITY LOCATED Enterprise Infrastructure Services	CLASS TITLE Systems Software Specialist II (Technical)
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.	SPECIFIC LOCATION ASSIGNED TO West Sacramento
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) - - -

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.

BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under general supervision of the Data Processing Manager II, the incumbent performs the more complex tasks and acts as the subject matter expert in the monitoring of the IT Operations to include, monitoring and restart as well as the administration of the department's complex monitoring systems, and provide expert-level support for the more complex monitoring technologies in a highly virtualized environment.

% 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. *(Use additional sheet if necessary)*
35%	All work to be accomplished in accordance with DGS Information Technology Policies and Standards; the State Administrative Manual (SAM) Sections 4800 through 5953 and Sections 6700 through 6780; Department of Finance's Statewide Information Management Manual (SIMM); California Technology Agency Policies and Standards; Department of Finance's Desktop and Mobile Computing Policy (DMCP); the State's IT Security Policy and Standards; and any updates to the above policies and procedures which are addressed through Budget Letters or other methods to ensure compliance with Federal and State government regulations and rules. *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.* **ESSENTIAL FUNCTIONS** **Production support an operations monitoring and restart for one or more applications and technologies:** • Lead and participate in the more complex design and implementation strategy for Operations Monitoring for all of DGS and provide expert level subject matter expertise in order to comply with the requirements for monitoring, alerting, and restart. • Establish the more complex systems monitoring specifications by setting standards in partnership with the Enterprise Infrastructure and Applications teams by providing analysis of information, systems diagrams, and security requirements.

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

% 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. *(Use additional sheet if necessary)*
	ESSENTIAL FUNCTIONS (cont.) • Lead the development and communicate the specifications and standards for alerting and restart, in partnership with the Enterprise Infrastructure and Applications teams by providing analysis, recommendations, and information inclusive of documenting standards and processes. • Lead the optimization of the more complex specified key production systems and processes. • Lead the establishment of the more complex operations monitoring and restart by analyzing access, information and security requirments in order to provide designs and documentation for systems, applications, infrastrucure and applications. • Lead the support of the annual budgeting and planning process by performing the more complex financial analysis needed for the products in this area.
20%	**Montoiring Tool installation, configuration, and upgrades:** • Lead the administration, configuration, support and upgrade of the department's more complex systems, infrastructure and applications monitoring. • Lead Tier III server technical support in the design, implementation and administration of the enterprise server operating systems such as Windows and Linux and Web servers for physical and virtual farm environments. • Provide and act in a lead capacity for the deployment of customer web sites in the DGS Web server environments and validate ongoing server deployment efforts including periodic upgrades to Web servers. • Provide expert-level technical installation for the more complex deployment of websites on Web Servers such as IIS (Internet Information Server) to statewide network engineers in order to plan for future enhancements and ensure systems perform efficiently and integrate effectively using statewide standards. • Provide expert-level technical network support for the more complex issues to DGS customers by installing and upgrading Web server including the connection to DBMS and Microsoft SQL. • Act as a lead for the more complex troubleshooting of Web site and Web server related issues including performance tuning of Web sites such as GC2 (Global Cruise 2) and Web servers such as IIS. • Lead the development of the more complex reports involving trend analysis and long-term engineering planning in order to proactively ensure DGS Web server and Web application remediation. • Lead the administration of ASP application pools on IIS 6.0 and 7.X 3 IIS 7.5 administration, configuration, and debug issues. • Lead the installation, configuration and administration of IIS Web Server 5 Starting and restarting of websites, application pools. • Lead the FTP site virtual directory creation including provisioning and maintenance of authenticating web application with integrated windows authentication
20%	**Systems Development Life Cycle (SDLC) Management and Support** • Lead best practices implementation and provide day to day support for Mission critical applications and technologies. • Lead the Service Desk function for assigned applications, acting as the Single Point of Contact to business users by following the incident and problem management processes. • Perform the more complex analysis of processes and recommend process improvement by writing formal documentation. • Develop contacts and relationships with vendor support organizations • Understand the more complex future directions and enhancements of assigned applications • Develop and report the more complex metrics associated with system performance • Establish SLA's (Service Level Agreements) with primary customers • Define and lead the integration of assigned production systems with the appropriate enterprise monitoring strategies that will identify developing issues and take proactive responses • Identify opportunities to eliminate significant amounts of ad hoc reporting requests by developing

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	alternate strategies that provide internal and external customers the ability to obtain the needed information without requesting ad hoc services from IT. • Monitor and support the stability of Location Labs application stack to ensure 24X7 operation • Respond to alerts/alarms according to Standard Operating Procedures • Manage the more complex trouble-ticketing system ensuring accurate and up-to-date information • Work with internal and external groups during routine deployment • Collaborate with internal and external groups to help identify and resolve issues affecting our services
20%	**Project, Change and Release Management** • Lead and coordinate the more complex IT projects that impact enterprise Web server environments. • Maintain schedules by updating and revising tasks, deliverables, milestones and resource requirements, using Microsoft Project software. • Maintain regular communication and inform management of all issues related to the specified technical area including the coordination of changes and present them to DGS Change and Release Advisory Board for implementation. • Monitor, update and resolve the more complex Help Desk tickets using Remedy Service Management software. • Evaluate vendor software and technology in order to meet DGS' business objectives while in compliance with DGS' IT policies and standards using industry best practices and principals. • Validate cost/benefit decisions while reviewing, evaluating and recommending software that best fits business and operational needs.
5%	**MARGINAL FUNCTIONS** • Participate in and lead team, section, and department meetings and trainings. Ensure executives, managers, and customers are informed of the status of the most complex projects and major tasks in the unit.
	KNOWLEDGE AND ABILITIES ***Knowledge of:*** Information technology systems (software) programming equipment, and its capabilities and interfaces between hardware and software, and the requirements for the installation and implementation of the most complex information technology software systems. ***Ability to:*** Write complex programs; develop detailed program specifications; analyze data 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 relationships with those contacted in the course of the work; work under pressure; communicate effectively; prepare effective reports; coordinate the activities of technical personnel.
	DESIRABLE QUALIFICATIONS Knowledge of application servers JBOSS, Apache Tomcat, WebSphere SharePoint administration General knowledge of programming General knowledge of database design and connection to Web servers and applications Learning on the job
	SPECIAL PERSONAL CHARACTERISTICS Strong commitment to continuous improvement. Passion for taking initiative, accepting responsibility, and delivering on commitments. Excellent analytical skills. Excellent communication skills. Strong organizational skills. Ability to work independently. Strong customer service skills. Ability to work under pressure and adjust to changes in priorities or workload.

DUTY STATEMENT

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	WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES Daily use of personal computer, cell phone, fax, copiers, and general office equipment. Frequent use of a laptop and related software applications. Occasional off-site meetings within Sacramento and occasional out-of-town (within California) meetings that may require the use of various transportation modes (airplane, taxi, car, etc.). Arrives to work on time and is fully accountable for working an eight-hour day. Comes to meetings on time and is fully prepared, including handouts for distribution when appropriate. Ability to work in a fast-paced environment and work well under pressure. Ability to analyze staff and customer needs and provide assistance. Communicate positively and cooperatively with all staff. Works extended hours as needed to meet work commitments. **PHYSICAL ABILITIES** Ability to walk, to stand, stoop, sit, reach and lift. Ability to use repetitive hand movements in the performance of daily duties. Ability to set-up training material for various events. **MENTAL ABILITIES** Requires the ability to handle stress and deadlines. Understands and follows the DGS Enterprise Technology Solutions Office rules, policies, and procedures at all times.