

**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-

**11312-ETS**

EFFECTIVE DATE:

<b>DGS OFFICE OR CLIENT AGENCY</b> Admin Division - Enterprise Technology Solutions	<b>POSITION NUMBER (Agency - Unit - Class - Serial)</b> - - -
<b>UNIT NAME AND CITY LOCATED</b> Core Services – West Sacramento	<b>CLASS TITLE</b> Systems Software Specialist II (Tech)
<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> 306-072-1373-011

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 will work independently as a high level-technical specialist on the more complex programming, database, application and system administration support for the Department's most complex Mission Critical SQL Financial Application, SQL Applications, and all SQL Databases. The incumbent is responsible for the more complex analytical and technical duties that are described below:

<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>
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*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.*

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****SQL Database Administration**

In order to administer SQL databases while in compliance with the DGS' IT policies, standards, procedures and objectives using administrative tools of the SQL Database Product:

- Install, configure and upgrade the more complex SQL database management systems located on development, test and production servers by evaluating and installing the more complex required patches or upgrades to the database software to ensure full functionality, security and business need.
- Develop the more complex database backup and recovery processes and procedures to ensure DGS data is protected from equipment failures, human error or malicious intent.
- Perform necessary tasks to recover production data lost due to unforeseen application or system failure or human error.

**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

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	<p><b>ESSENTIAL FUNCTIONS (Continued)</b></p> <ul style="list-style-type: none"> <li>• Perform the more complex capacity planning for database instances to ensure proper capacity for database growth.</li> <li>• Maintain the more complex database accounts such as database owner, database user, etc. to provide access to the appropriate level to the various databases.</li> <li>• Perform the more complex conversion and migration of data from Database Management Systems (desktop, workgroup, enterprise-level, or non-database sources).</li> <li>• Maintain database security by controlling and monitoring database access and implementing access controls to ensure appropriate access to implementing database access and access to monitoring tools.</li> <li>• Monitor database for optimal performance by performing the more complex file system configuration and maintenance, memory utilization tuning, and network interface configuration and tuning.</li> <li>• Design, develop, test and deploy the more complex global SQL command scripts to be executed on Departmental mission and business critical data.</li> <li>• Apply more complex Unix OS scheduling, monitoring, and alert techniques such as CPU Scheduling to optimize host server availability and performance.</li> <li>• Provide technical expertise and leadership skills related to database connectivity, interoperability, and portability as well as planning, developing, and implementing solutions essential to the mission of DGS.</li> <li>• Provide the more complex department-wide database support for PAL and ABMS SQL databases, and Maximo databases.</li> <li>• Provide lead support for DGS SQL production, development, training environment databases.</li> </ul>
35%	<p><b>SQL and Oracle Applications Database Administration</b></p> <p>In order to support the Department's Mission Critical SQL and Oracle E-Business Suite Application, while in compliance with the DGS' IT policies, standards, procedures and objectives using administrative tools of the SQL and Oracle Suite of Applications:</p> <ul style="list-style-type: none"> <li>• Apply high level technical knowledge and techniques to install, patch, upgrade and maintain the SQL and Oracle E-Business Suite, including application server, web server and database server, utilizing WebCache, Apache, JServ, Forms Server, Reports Server, and Distributed Concurrent Processing— in both single and multi-node environments.</li> <li>• Apply high level technical skills to SQL scripts in order to duplicate the application from one environment to another.</li> <li>• Apply high level technical knowledge to Unix OS scheduling, monitoring, and alert techniques to optimize host server availability and performance to ensure maximum uptime.</li> <li>• Provide the more complex application and architectural support such as creating data dictionaries, data diagrams, etc. for the SQL E-Business Suite using knowledge of Unix and Microsoft Operating Systems.</li> <li>• Interface with IT staff at the Department of Technology Services to coordinate production application monitoring and changes to ensure maximum uptime.</li> <li>• Keep abreast of the latest SQL technical developments found in Metalink, internet Blogs, at conferences, etc. in order to ensure continuous improvement of the SQL Suite application and ensure maximum uptime.</li> <li>• Manage SQL Workflow and SQL Discoverer and monitor system performance.</li> <li>• Apply advanced and exceptional knowledge and skills using SQL Development tools and methods</li> </ul>
20%	<p><b>Database Security Maintenance to support the department's mission critical applications.</b></p> <ul style="list-style-type: none"> <li>• Create and maintain a disaster recovery plan so that the DGS databases are protected</li> <li>• Provide technical guidance on database security to the Statewide database staff to plan for future enhancements to ensure systems that will perform efficiently and integrate with statewide standards</li> </ul>
10%	<p><b>Training, Mentoring and Customer Service</b></p> <p>In order to ensure adequate cross training of IT staff:</p> <ul style="list-style-type: none"> <li>• Identify, develop and implement processes and techniques in database administration that promote consistency and standardization across the department.</li> <li>• Document SQL database administration policies and procedures using Word, Excel and Visio office</li> </ul>

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	<p>tools.</p> <ul style="list-style-type: none"> <li>• Establish a mentoring plan to ensure new database administration staff is training in the proper policies and procedures.</li> <li>• Mentor and train new database administration staff using the established policies, procedures and plans.</li> <li>• Provide immediate technical solutions and information in accordance with operational procedures and practices of the Department's ERP system and the Department's IT guidelines.</li> <li>• Acts as a Consultant to other Information Technology personnel regarding best practices and workgroup solutions in order to maintain operational readiness.</li> <li>• Promote and be accountable for customer satisfaction and quality service.</li> <li>• Initiate and recommend changes that promote innovative solutions.</li> </ul> <p><b>KNOWLEDGE AND ABILITIES</b></p> <p><i>Knowledge of:</i> Information technology systems (software) programming, equipment, and its capabilities and interfaces between hardware and software; the requirements for the installation and implementation of the most complex information technology software systems.</p> <p><i>Ability to:</i> 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.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Experience as a database administrator of an SQL and/or Oracle database</li> <li>• Experience with SQL or Oracle E-Business Suite Financial and HR software, preferably in version 12 or higher, either as user, database administrator or system administrator.</li> <li>• Exposure to Microsoft database administration in SQL 2008 or higher.</li> <li>• Demonstrate a service oriented, customer relations-sensitive attitude.</li> <li>• Understand the importance of meeting business needs through innovative solutions.</li> </ul> <p><b>INTERPERSONAL SKILLS:</b></p> <ul style="list-style-type: none"> <li>• Working independently, think logically, analyze problems using formal problem solving techniques, and interact with multiple levels of management and line staff using the appropriate tact and diplomacy.</li> <li>• Establish and maintain cooperative relationships with those contacted in the course of work.</li> <li>• Communicate effectively orally and in writing.</li> <li>• Willingness to reach out to staff in other State Agencies to share knowledge on and learn from their experience.</li> <li>• Ability to handle multiple tasks, be creative, highly motivated and handle rapidly changing priorities and demonstrate leadership ability.</li> <li>• Ability to receive and follow direction from supervisor.</li> </ul> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES REQUIRED TO PERFORM DUTIES:</b></p> <ul style="list-style-type: none"> <li>• Office environment, business dress appropriate for the office environment</li> <li>• Requires ability to effectively handle stress and deadlines.</li> <li>• May require occasional overtime.</li> </ul>