

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-
ETS - 11492****EFFECTIVE DATE:**

DGS OFFICE OR CLIENT AGENCY Enterprise Technology Solutions		POSITION NUMBER (Agency - Unit - Class - Serial)	
UNIT NAME AND CITY LOCATED Enterprise Application Management – West Sacramento		CLASS TITLE Staff Programmer Analyst (Specialist)	
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		SPECIFIC LOCATION ASSIGNED TO 707 3 rd Street, West Sacramento, CA	
PROPOSED INCUMBENT (if known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-072-1581-025	
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 the general supervision of the Data Processing Manager II, the incumbent performs analysis, design, development and maintenance on new content within each of DGS Content Management systems. Also performs a variety of technical and system functions as Content Management System (CMS) Administrator in support of the Department's Internet and Intranet web content needs. The incumbent is responsible for complex analytical and technical duties.			
% 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>		
35%	<p>All work will be accomplished in accordance with DGS Information Technology Standards; the DGS Information Security Office Policies and Procedures, the State Administrative Manual (SAM) Sections 4800 through 5953 and Sections 6700 through 6780; Department of Finance's (DOF) Statewide Information Management Manual (SIMM); Department of Technology rules and policies; DOF Budget Letters; the State's Information Organization, Usability, Content Currency, and Accessibility (IOUCA) Working Group policies.</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>ESSENTIAL FUNCTIONS</p> <p>Application Development and Maintenance: In order to support the Department's complex custom Microsoft based applications, and using developmental languages such as VB.Net, C#, ASP.Net, Classic ASP, VB6 (and others) along with using DGS' standard programming tools (e.g. Visual Studio, SQL Server Management 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"> • 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) • 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. 		
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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30%	<p>Application Development and Maintenance (Continued)</p> <ul style="list-style-type: none"> • Acts as advanced technical specialist identifying application problems, including their causes and effects in order to ensure quality implementations by using problems solving techniques. • Creates and setup test and development environments for applications based on Business Solution Center, IT procedures and standards. • Ensures code repository in Team Foundation Server (TFS) has the latest version of application code and all code is checked in accurately. • Analyzes and researches technology for requested new development or enhancements of applications by using technical tools, research, attending seminars/webinars and training along with other relevant methodologies. • Design and build relational database tables and stored procedures for storing and accessing application data. • Test applications for Quality Assurance (QA) using unit, integration and black box testing methodologies develop test cases and test scripts as applicable. • Ensures all system documentation is captured, available and updated including technical specifications, administrative and user manuals. • Trains users in the environment by hands-on demonstration of application functions. • Develops training materials including printed material and computer-based training to ensure all users in the environment have access to necessary application information. <p>Website Development and Maintenance</p> <p>In order to support the creation and maintenance of content for the DGS Internet and Intranet websites, while in compliance with the DGS' IT policies, standards, procedures and objectives, using development tools and the Department's Content Management Systems (CMS) of DotNetNuke (DNN) and SharePoint:</p> <ul style="list-style-type: none"> • Design, test, implement, and maintain internal and external DGS websites using CMS solutions and other development frameworks. • Identify application problems, including their causes and effects in order to ensure quality IT implementations. • Develop dynamic content solutions for DGS Content Administrators using web development languages, tools, databases, and frameworks (HTML, ASP, C#, ASP.Net, CSS, MS SQL, and Telerik). • Update CMS skins for internet and intranet DGS websites. • Integrate external application program interfaces (API's) to extend website functionality. • Evaluate new technology and trends that may be applied to new/current systems including the latest mobile application technology. • Make recommendations to customers based on changes to DGS websites to ensure compliance with State of California web portal guidelines.
20%	<p>Customer Service and Training</p> <p>In order to provide effectively support and train clients, management and peers, on how to utilize DGS content Management Systems, 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"> • Provide technical assistance to clients to ensure uninterrupted operation of business units and enterprise systems. • Provide technical consulting services to other internal DGS departmental/agency units using knowledge of business analysis techniques, interpersonal communication skills, and organization policies and standards. • Research and resolve all Help Desk calls relating to web applications using the standard departments service desk tools (e.g. Remedy). • Conduct training sessions for users to instruct them on how to utilize web applications. • Create and maintain training documentation for end-users. • Assist users with content recovery and site restorations as needed. • Assist administrators with software installation and configuration as necessary.

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10%	<p>American Disability Act Compliance</p> <p>In order to ensure the ADA compliance of the DGS websites with Section 508 of the Federal Rehabilitation Act of 1973, while in compliance with the DGS' IT policies, standards, procedures and objectives:</p> <ul style="list-style-type: none"> • Run accessibility reports on the DGS websites using tools such as AccVerify and Bobby and provide links to these reports on the Intranet. • Read DGS web pages, applications, PDF or Microsoft Office documents, using the JAWS screen reader for the blind, and summarize the findings in Microsoft Word documents. • Modify web pages and Word or PDF documents to bring them in compliance with Section 508 guidelines, using HTML editors, Microsoft Office Tools or Adobe Distiller. • Train DGS staff to ensure web pages and documents are 508 compliant.
5%	<p>MARGINAL FUNCTIONS</p> <ul style="list-style-type: none"> • Reviews code 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. • Define charts and develop various documentation, such as data models and data flow diagrams of IT applications using various productivity tools (e.g., Visio, Word, etc.) and following the standards set by the IT organization • Comply with and participate in the DGS Change Management and ETS Release Management processes and procedures. <p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: 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; and principles of personnel management.</p> <p>Ability to: Write complex programs and develop detail program specifications; analyze information and situations, identify and solve problems, reason logically, and draw valid conclusions; develop effective solutions; apply creative thinking in the design of methods of processing information with information technology systems; establish and maintain effective working relationships with those contacted in the course of the work; communicate effectively.</p> <p>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Administration and development experience with web Content Management Systems such as DotNetNuke and Microsoft SharePoint. • Experience with Microsoft Software Development Environment tools such as the .NET Framework (C#, VB.Net, ASP.Net), Visual Basic, VB Script, Java Script, Team Foundation Server, Microsoft SQL Server, Internet Information Server, and SQL Server Integration Services. • Working knowledge of Relational Databases, in particular Microsoft SQL Server 2012. • Working knowledge of enterprise report writing tools such as Microsoft SQL Server Reporting Services. • Proficiency with website usability and accessibility • Proficiency with Microsoft Desktop Applications including: Microsoft Office productivity suite and Windows operating systems. <p>SPECIAL PERSONAL CHARACTERISTICS:</p> <ul style="list-style-type: none"> • Ability to act independently, to be open-minded and flexible to the ideas, recommendations, and solutions of others. • Ability to be tactful and productive in all situations, adapt to constantly changing priorities with little or no warning. • Ability to learn new technologies quickly and thoroughly. • Ability to resolve technical problems quickly and tactfully. • Ability to handle multiple projects simultaneously • Ability to establish and maintain cooperative working relationships with fellow employees. • Ability to work independently or on a team comprised of a variety of different personalities.

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	<ul style="list-style-type: none"> • Ability to lead a team of programmers and technical business analysts comprised of a variety of different personalities. • Demonstrate a service oriented, customer relations-sensitive attitude. • Understand the importance of meeting business needs through innovative solutions. • Experience working successfully in team environments as well as independently. • Ability to make presentations at the appropriate level. • Ability to work and protect confidential data. • Ability to identify, define and articulate issues and risks and also track, facilitate and monitors their resolution. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</p> <ul style="list-style-type: none"> • Wear appropriate attire for a professional office environment. • Read, understand, and apply knowledge acquired from various documents and resources. • Work occasional overtime. • Effectively handle stress and deadlines. • Consistently exercise a high degree of independence. • Use a PC to communicate and prepare written material. • Ability to sit for long periods of time.