

DUTY STATEMENT

TECH 052 (REV. 10/2015)

PROPOSED

RPA NUMBER (HR USE ONLY)

16-003

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 7/1/16	B. APPOINTMENT EFFECTIVE DATE
C. CURRENT POSITION NUMBER 695-364-1559-008	D. PROPOSED POSITION NUMBER (LAST THREE (3) DIGITS ASSIGNED BY HR)
E. DIVISION / BRANCH / UNIT / PHYSICAL LOCATION OF POSITION Engineering/Mainframe Services Branch/Mainframe Services Section/CICS Support Unit/Gold Camp - Rancho Cordova	
F. CLASSIFICATION Systems Software Specialist III (Supervisory)	G. INCUMBENT NAME Vacant
H. SUPERVISOR NAME AND CLASSIFICATION Christine Wu, DPM III	I. POSITION REQUIRES A FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) M-F / 8:30 AM – 5:30 PM / Day	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>Organizational Setting and Major Functions</p> <p>The Systems Software Specialist (SSS) III (Supervisory) receives administrative direction from the Data Processing Manager III within the Mainframe Software Section, Mainframe Services Branch of the Engineering Division. The SSS III (Supervisory) supervises staff in the CICS Unit. The SSS III (Supervisory) is responsible for supporting the primary transaction processing software on the z/OS platform which hosts the customer's primary application environments. Plans, organizes, and directs the activities of the unit. Provides consultation in the design and planning phases and acts as a technical expert consultant to support the customer and internal department staff in the use of CICS and CICS related products. Works directly with staff from OTech, customer departments and vendors quickly, efficiently and effectively to troubleshoot and resolve the most complex customer problems and proactively identifies possible future problems. Develops and maintains project plans in support of OTech's Strategic and Tactical Plans and participates on cross-functional projects where CICS expertise is warranted or required. Project management responsibilities include primary accountability for the procurement, installation and successful operation of the CICS and associated products supported by the unit. The CICS Supervisor will also act as backup in the absence of the Section Manager.</p>
% of time performing duties 30%	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <ul style="list-style-type: none"> • Provide expert advice, information and consulting to management, internal and external customers on the benefits of new technology using knowledge gained through training and analyzing industry trends; • Promote staff development in the new technologies to effectively allow proactive assistance to customers; • Evaluate proposals submitted by vendors; • Manage the installation, product evaluation and rollout of selected software; • Make complex technical presentations to staff and customers; • Promote information sharing through regular team meetings with staff and status reports to management; • Participate in frequent communications with internal and external customers to exchange information; • Discuss task/project progress and identify future tasks/projects and opportunities and reach decisions relative to customer requests, customer needs and service offerings.

20%

- Manage staff in the design, development and implementation of a working database environment including operating system, TP monitor and storage requirements to successfully fulfill the customer's business needs based on industry trends and using vendor supplied tools and utilities;
- Allocate staff resources necessary to implement prioritized tasks in support of the customer requirements;
- As required by OTech customers, plan manage and coordinate the installation and maintenance of complex proprietary and third-party mainframe and client-server software using customer schedules, vendor requirements and organizational policies as guidelines;
- Direct proactive identification and resolution of the most complex technological issues.

20%

- Direct the analysis of the most complex issues involving work projects for the largest and most complex projects;
- Act as project manager;
- Provide technical expertise to customers and management staff;
- Coordinate activities that cross organizational lines, requires customer participation or involves vendor assistance;
- Participate as an active member of the Engineering Division Management Team by contributing to management team decisions, division policies and procedures and passing information from the management team to staff.

20%

- Provide guidance, counseling, feedback and formal evaluations of the performance of the team and its members in order to improve the ability to meet customer needs;
- Assist in developing staff training plans to identify training needs and development opportunities;
- Manage the team's administrative processes and Perform day-to-day supervisory activities for the unit including tracking and authorization of vacation, sick leave, overtime, training and travel;
- Develop plans to accomplish unit goals and objectives in accordance with organizational mission and strategic plan;
- Develop and update duty statements for unit employees as needed, establish performance expectations, complete individual development plans annually, complete probationary reports on a timely basis, and other performance management activities including adherence to the State's progressive discipline policy including taking corrective or disciplinary action as necessary;
- Responsible for making informed and defensible administrative and personnel management decisions in accordance with department and state policies, personnel-related laws, rules, established Department of Technology (CDT) administrative processes and procedures, and collective bargaining agreements;
- Ensure subordinate employees comply with all CDT policies, standard operating procedures, and department protocols;
- Encourage team building, facilitate cross training and promote continuous improvement. Use motivation techniques, provide training for employees, and create a positive climate for change;
- Foster methods of creative decision-making and problem solving and provide continuous feedback to employees.

5%

- Consult with customers on application designs and techniques which includes recommending application methodologies, performance and tuning adjustments and keeping abreast of current technology trends and developments in order to consult with customers on solutions to their business problems;
- Keep current with technology trends especially the advancement of mainframe technology and OTech's mission and the mission of the customer organizations in order to properly provide technology choices and system architecture consultation services to our customers.

5%

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

In support of ITIL/ITSM based standards, comprehensively document, research, resolve and complete tickets for OTech's incident, change, and problem management processes – work orders, task assignments, and service requests as they relate to the delivery of OTech information technology services, consistent with OTech standards and templates, using unit processes and procedures.

Work Environment Requirements

- Must have the ability to occasionally work remotely to ensure timely resolution of problems.
- Willingness to occasionally work off-shift.
- May be required to carry a cell phone or personal digital assistance (i.e., blackberry) and occasionally perform duties outside normal work hours.
- Occasional business travel to attend training, OTech meetings, client meetings, and vendor meetings.
- Alternate Work Week and Tele-work are currently not available to Engineering Division supervisors and managers.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Systems Software Specialist III (Supervisory) receives administrative direction from the section DPM III. The SSS III (Supervisory) makes assignments for the purposes of workload scheduling. The SSS III (Supervisory) uses their own experience and knowledge to research, schedule and complete assignments, coordinating the efforts required by other OTech functional units, vendors and customers.

Actions and Consequences:

The SSS III (Supervisory) has extensive knowledge of data processing concepts, practices, methods and principles with respect to evolving industry trends, practices and standards which is required for the incumbent to exercise good judgement and to continually improve our work processes and to protect our customer's data. Proper judgement in problem resolution, software implementation and database consultation is vital to the success of the projects assigned to the unit and to the integrity of our customer's data.

Personal Contacts:

The SSS III (Supervisory) works closely with users, software vendors, OTech technicians and management personnel.

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

The SSS III (Supervisory) will provide guidance, counseling, feedback and formal evaluations of the performance of the team and its members in order to improve the ability to meet customer needs; assist in developing staff training plans to identify training needs and development opportunities; perform all supervisory tasks for staff in the unit; manage the team's administrative processes including tracking and authorization of vacation, sick leave, overtime, training and travel.

Supervision Exercised:

The Systems Software Specialist III (Supervisory) coordinates the workflow of Systems Software Specialists of various levels in support of the installation, maintenance, monitoring and support of the extensive CICS application hosting environments at OTech comprised of CICS itself and all associated products.

Other Information

Desirable Qualifications: (List in order of importance.)

- Knowledge of OTech's quality culture, core values, vision and mission.
- The incumbent must have good communication skills to provide end user support.
- Previous supervisory experience.
- Willingness and ability to organize, lead and participate in meetings.
- Knowledge of IT project management practices and techniques.
- Ability to apply project management principles to plan and guide project(s) to successful completion.
- Knowledge of the z/OS Operating System, techniques and architecture.
- Knowledge of applicable z/OS Operating System related software including their installation and/or support issues.
- Knowledge of various analytical methodologies and problem-solving techniques to identify accurately technical problems and causes.
- Knowledge of capacity planning and performance monitoring techniques.
- Willingness to work off-shift.

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)	INCUMBENT SIGNATURE	DATE
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
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