

% of time performing duties (continued)

- Proactively identify and resolve department wide technological issues.
- Conduct regular and frequent communications with internal and external customers to exchange information, discusses task/project progress and identifies future tasks/projects and opportunities and reach decisions relative to customer requests, customer needs and service offerings.
- Develop and present moderately technical presentations to staff and customers.

25%

- Identify and diagnose malfunctions of software that may include recovery/restoration of the data, system software and/or hardware to ensure the software performs to the system specifications. This may include using dump analysis, traps, traces and obtaining vendor input to determine the appropriate corrective action.
- Perform regular backup of critical systems and upon loss of functionality or at customer request, recovers and/or restores the data or the system software to return to normal operation.
- Review **complex** hardware and system software specifications including operating system, TP monitor, and storage requirements, to verify customer's environment can be successfully supported at CDT

5%

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

- Review supported software for resource optimization.
- Develop automated processes to improve efficiency in checking and controlling production environments.
- Review data for obsolescence and purging.
- Perform Change Management activities for product upgrades, modifications, or resolutions.

Work Environment Requirements

- Position may require the ability to be contacted for service outages or other emergencies.
- Must maintain consistent and predictable attendance.
- Periodic work may be needed outside normal work hours.
- Some travel may be required for meetings, training and conferences.
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Information Technology Specialist I receives direction from the Information Technology Manager I. The IT Spec I duties are general in nature. Work is done to meet the needs of the clients and is generated by the clients' direct requests or on behalf of requirements identified by the IT Spec I. Progress is reported on a weekly basis through both verbal and written reports. The IT Spec I is responsible for the analysis, planning, and implementation of these assignments.

Actions and Consequences:

Decisions made, direction given and responsibilities assigned to the IT Spec I directly impacts both the CDT's ability to provide quality, reliable computing services, and the clients' ability to perform their mission critical programs. Failure to make quality decisions can result in system degradation and outages that affects a broad range of State services to the public.

Personal Contacts:

The IT Spec I works regularly with client personnel, representatives from the vendor community and technical management personnel. Through this interaction, performance and capacity planning tasks are conducted, system problems are defined and resolved, and hardware and software requirements for the future are developed.

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

Supervision Exercised:

None, however, may at times act as a lead on projects.

Other Information

This position requires a knowledge of operating systems and related software as well as network communication and print functions as implemented on the various hardware platforms. The IT Spec I must be familiar with the Desktop environment for desktop to effectively manage their work. The IT Spec I is a member of a highly skilled technical team of software specialists working to support various implementations of the network/printing systems and related software at the journey to advanced specialist level on multiple operating system platforms.

Desirable Qualifications: (List in order of importance.)

General z/Systems desirable knowledge:

- Knowledge of z/OS operating systems and related software
- Knowledge of z/OS hardware
- Familiarity with the use of Windows environment for desktop. (Windows environment, MS Office, Microsoft Teams, Citrix)
- Knowledge of and experience with zSystem components, workloads, and utilities (e.g. JES2/JES3, TSO, ISPF, JCL, CLIST's, REXX, SMF, RACF, SMP/E)
- Knowledge of zSystems concepts, workload types and workflow, including major categories of interactive/batch jobs
- Software Installation experience on zSystems platform
- Ability to work with a variety of technical and management staff as well as vendors and customers
- Experience working in a team environment
- Good verbal and written communication skills
- Understanding of the importance of good customer service and the necessity of effective communication to meet customer's business needs
- Session Manager, TSO, and Passport application to access Mainframe
- Linux on z and USS concepts
- Ability to work independently in a remote setting
- Punctuality and reliable attendance
- Very good ability to organize and prioritize workflow and projects
- Very good problem solving, debugging and analytical skills

Specific desirable knowledge:

CICS Support:

Knowledge of the design/support of the IBM CICS Software Platform to include the following:

- Application of maintenance to the IBM CICS Platform via System Modification Program/Extended (SMP/E)
- Installation of a full version change (i.e., 1.x to 2.x) of the IBM CICS Platform via SMP/E
- Knowledge of monitoring tools such as IBM Omegamon
- SOAP and web services
- Knowledge of DB2 interactions with CICS
- Knowledge of CICSPLEX
- Knowledge of installation and maintenance of CICS related program products

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

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)

David Swineford

SUPERVISOR SIGNATURE

DATE