24-017

ALERT:	This	forn	n is	mandat	ory	for	all	Request	s f	or	Persor	nnel	Action	(RP	Ά).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Positie	on Profile								
A. DATE	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME							
7/18/2024									
D. CIVIL SERVICE CLASSIFI	CATION	E. POSITION WORKING TITLE							
Information Technol	ogy Specialist I	IT Specialist I							
F. CURRENT POSITION NUM	MBER	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)							
695-364-1402-063									
	/ PHYSICAL LOCATION OF POSITION	I. SUPERVISOR NAME AND CLASSIFICATION							
	rvices / zSystems Services / CICS	David Swineford, Information Technology Manager I							
Support / Rancho Co									
	JRS / WORK SHIFT (DAY, SWING, GRAVE)	K. POSITION FINGERPRINT BACKGROUND CHECK YES NO							
	′ 8:00 AM – 5:00 PM (VARIABLE)	REQUIRES: DRIVING AN AUTOMOBILE YES NO							
Section B: Position	on Functions and Duties	me spent annually on each (list higher percentages first).							
		S (Select all domains applicable to the incumbent's duties/tasks.)							
	Business Technology Management	IT Project Management It Client Services							
	Information Security Engineering	□ Software Engineering							
	Organizational Setting and Major	r Functions							
	Under direction of the CICS Support Information Technology Manager I (IT Mgr I), the Information Technology Specialist I (IT Spec I) may perform a wide variety of tasks requiring regular innovative problem solving within broadly stated and non-specific guidelines. The scope typically includes multiple program areas, and involves planning, developing, and implementing technological solutions that are essential to the missions of the overall organization, or affecting large numbers of people or a long-term or continuous basis. The Specialist I demonstrates full competence in a specialized analytical role at this level or proficiency for the support of software products. The Specialist I take technical accountability for work done and decisions taken. Work performed at the Specialist I level affects the work of other experts the development of major aspects of technology projects, programs or missions, or the products and								
	services of substantial numbers of use	II be in increments of 5, and should be no less than 5%.)							
% of time									
performing duties	 Develop written procedures and documentation for performing system maintenance to ensure proper and timely maintenance. 								
40%	proper and timely maintenance.								
4076	 Ensure proper and timely maintenance is completed following the Software Development Life Cycle (SDLC). 								
	documentation on the use of complex proprietary and third- the appropriate tools for the audience.								
	 Independently or as a team member, conducts analysis of department wide issues involving work projects. Uses judgment and ingenuity in interpreting the intent of the guidelines that de exist and in developing applications to specific areas of work. 								
	 As requested by the customer, monitor and tune complex proprietary and third-party using operating system and vendor-supplied tools and utilities to ensure maximum sy performance and availability. 								
	technologies to solve customer b	ical problems and develop new applications of existing usiness problems at the system software level. ar basis and participate in other team related activities.							
30%	 As the technical expert, lead, plan, manage, coordinate, install, and maintain department-wid proprietary mainframe and client/server software products as requested by the California Department of Technology (CDT) customers, utilizing instructions, documentation, programs and utilities from the vendor, customer schedules, vendor requirements, and organizational policies as guidelines. 								

% 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
	Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)
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.
	<u>Supervision Exercised</u> : 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

Office, Microsoft Knowledge of an JES2/JES3, TSC Knowledge of zS categories of inte Software Installa Ability to work wi customers Experience work Good verbal and 	ne use of Windows environment for desktop. (Wi	ads, and utilities (e.g. P/E) including major s well as vendors and
 Session Manage Linux on z and U Ability to work ind Punctuality and r Very good ability 	dependently in a remote setting eliable attendance to organize and prioritize workflow and projects em solving, debugging and analytical skills	frame
 Application of main Program/Extende Installation of a fut Knowledge of motors SOAP and web set Knowledge of DB Knowledge of CIC 	Il version change (i.e., 1.x to 2.x) of the IBM CIC nitoring tools such as IBM Omegamon ervices 2 interactions with CICS	Modification S Platform via SMP/E
INCUMBENT STATEMENT: I have discussed the d duty statement.	uties of this position with my supervisor and have	e received a copy of the
INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
SUPERVISOR STATEMENT: I have discussed the	-	-
SUPERVISOR NAME (PRINT) David Swineford	SUPERVISOR SIGNATURE	DATE