Classification Title	Board/Bureau/Division
Information Technology Associate (ITA)	Office of Information Services
Working Title	**Section / Unit / Geographic Location**
IT Database Administrator	Enterprise Production & Application Support Services / Production Support & Consumer Affairs System (CAS) Maintenance/ Sacramento
Position Number	**Name & Effective Date**
610-710-1401-007	

General Statement: Under the general supervision of the Information Technology Supervisor II (IT Sup II), the Information Technology Associate (ITA) independently performs a variety of tasks related to database administration for the Department of Consumer Affairs' mainframe software system, Consumer Affairs System (CAS). Information Technology (IT) systems analysis, support, and documentation. Participate with other programmers and analysts on IT projects of a complex nature or broad scope. This position is in the Software Engineering domain.

Duties include, but are not limited to the following:

A.   Specific Assignments [Essential (E) / Marginal (M) Functions]

50%   Database Security Structure and Policy / Procedure Maintenance (E)
Analyze, monitor, and maintain the overall design, policies and procedures of the Department's mainframe security structure that includes Resource Access Control Facility (RACF), NATURAL security, and CAS. Ensure compliance with the Department's Information Security Policy by performing periodic audits. Coordinate with the clients and California Department of Technology (CDT) remote access security tokens, including data and user privilege administration. Provide training and assistance to client liaisons and security coordinators in the use of RACF Toolkit. (50%)

30%   Database and Integrity Maintenance (E)
Maintain and monitor the data replication by transferring the mainframe data to the Oracle database using Software AG Replicator for Oracle supported software systems. Monitor the system to recapture replicated data that could have been missed through an outage of any kind. Act as the replication administrator, ensuring parameter settings are correct for the tasks being completed. (10%)

Perform and/or coordinate CDT technical support and maintenance of the agencies large scale databases, application, and associated environments. This includes development, test, and production environments. Analyze and maintain the overall integrity of the agencies six databases located at the CDT including standard data definitions, data dictionary, database security, recovery systems, applications, and support software (10%)

Monitor the utilization of the databases and identify changes in work patterns and evaluate alternative design strategies to maintain or improve overall performance. This includes preparing database capacity planning statistics, workload projections and cost estimates for Departmental projects developed in the ADABAS/Natural and Virtual Storage Access Method (VSAM)/Common Business-Orientated Language(COBOL) (5%)

Perform risk management assessment, coordinate, and participate in disaster recovery planning and hot-site testing. Develop and maintain operational recovery procedures to

ensure they provide the ability to rebuild CAS databases in the event of a disaster. Participate in the operational recovery drills with the CDT, to test these procedures. (5%)

15%   Production Performance Oversight (E)
Perform system support functions in the event of system failure(s). This would include abnormally terminated batch jobs, and/or production system processing errors. Identify processing issues and determine root cause of the issues. Determine resolution and perform recovery procedures. (10%)

Review and asses existing unit documents, projects, policies and/or procedures and recommend improvements. Identify the need for and assist with the development of related policies and procedures relevant to the department's production and/or printing process. (5%)

5%   Administration (M)
Participate in team meetings and recommends actions for continuous improvement for the team. Maintain current knowledge of data processing concepts and special purpose software for possible all software applications within DCA. Perform other duties as assigned.

B.   Supervision Received
The incumbent works under the general supervision of the IT Sup II and may receive assignments from Information Technology Manager Is and IIs, and the OIS Chief Information Officer (CEA B).

C.   Supervision Exercised
None

D.   Administrative Responsibility
None

E.   Personal Contacts
The incumbent has contact with all levels of the DCA staff, consultants, vendors, California Technology Agency staff, Control Agency staff, and other government agencies. This includes DCA's Divisions, Programs, Bureaus, Boards, and Committees including executive management. Contacts may be initiated with other departments, governmental agencies, and private companies concerning information system and data center technologies as they related to the performance of this position.

F.   Actions and Consequences
The incumbent will make decisions that impact the functionality of the DCA technology applications and solutions. Failure to properly administer duties using good judgment, logic, and discretion, may result in poor performance or unusable systems and/or applications, and prevent the DCA end users from effectively performing their duties. In addition, substantial workload backlogs may occur, online consumer services may be unavailable, and the DCA may be unable to carry out mandates designed to protect consumers, licensees, and applicants.

G.   Functional Requirements
The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. The incumbent must be able to remain in stationary positions consistent with office work. The incumbent must occasionally move about inside the office to access office

machinery. The incumbent must constantly operate a computer and other office productivity machinery, such as a copy machine. The incumbent must be able to remain in a stationary position 50% of the time. The incumbent may be required to perform duties at local client sites as required and at any of DCA's statewide field sites as scheduled in advance.

H.   **Other Information**
The incumbent must be able to reason logically and creatively and utilize a wide variety of skills in order to resolve enterprise-wide technical connectivity issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives, research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Required Technical Knowledge
Knowledge and experience in Natural Security Administration, Connect Administration, Buffer Pool Management Administration
Knowledge and experience RACF Administration
Knowledge and experience in Cobol/Natural program migrations
Knowledge and experience in other Multiple Virtual Storage (MVS)/Time Sharing Option (TSO)/Customer Information Control System (CICS) utility knowledge (utilities that are extensively used at DCA)
Knowledge and experience in Natural Security

Additional Performance Expectations:
Ability to work cooperatively with others
Ability to work efficiently
Ability to report to work on time
Ability to maintain consistent, regular attendance
Ability to work under changing deadlines
Ability to look and act in a professional manner
Ability to get along with others
Ability to exhibit courteous behavior towards others at all times
Ability to meet deadlines

Ability to perform tasks with minimal amount of errors
Ability to do completed staff work

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

_____
Employee Signature   Date

_____
Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

_____
Supervisor Signature   Date

_____
Printed Name

Revised: 01/2025