Employment Development Department
State of California

☐ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification IT Specialist I	Working Title CICS System Engineer
Name of Incumbent	Position Number 280-350-1402-XXX
Section/Unit Mainframe Technical Services/CICS Online Support	Supervisor's Name
Division Application Services Division	Supervisor's Classification IT Supervisor II
Branch Information Technology Branch	Duties Based on: ☒ Full Time ☐ Part Time - Fraction
	Revision Date 02/05/2025

2. REQUIREMENTS OF POSITION

Check all that apply:

☒ Conflict of Interest Filing (Form 700) Required	☐ Call Center/Counter Environment
☐ May be Required to Work in Multiple Locations	☒ Requires Fingerprinting & Background Check
☐ Requires DMV Pull Notice	☐ Bilingual Fluency *(specify below in Description)*
☐ Travel May be Required	☐ Other *(specify below in Description)*

Description of Position Requirements *(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)*

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions)

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☐ Business Technology Management	☐ IT Project Management	☐ Client Services
☐ Information Security Engineering	☐ Software Engineering	☒ System Engineering

Under the direction of the Information Technology (IT) Supervisor II, the IT Specialist I, functions as the System Engineer and provides technical support and maintenance for the Employment Development Department's (EDD) Customer Information Control System (CICS) to ensure the availability of its mission critical applications and data for the Unemployment Insurance, Disability Insurance/Paid Family Leave, and Tax Programs. The CICS online system significantly impacts the EDD's ability to conduct business and provide services to its customers.

The IT Specialist I performs a wide variety of technical tasks, including problem-solving and technical assistance; performing software deployment and release management activities; identifying infrastructure system requirements and recommending technology software and plans installation; advise, create or participate in the design of new system architecture, standards and methods to support organizational needs; install configure, administer, test and maintain software. Conducts research and performs analysis to recommend system upgrades, solutions and process improvements; troubleshoots, tracks and conducts root cause analysis of system, database, and operational issues; acts as a technical lead on a project.

The incumbent keeps current on IBM's CICS software and software used on the EDD's regions; provides technical assistance to the Department's application programmers, analysts, and contractors in CICS and the CICS online environment. Assists the various technical help desks with questions about IBM Session Manager (ISM), and CICS.

The incumbent contributes toward the growth of the IT Branch into a customer-focused service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage of Duties	Essential Functions
25%	Monitors the CICS online environment for failures and performance and identifies the source of all problems. Monitors application program performance in the CICS online system and recommends program adjustments to reduce unnecessary system resource utilization. Monitors file accesses in the Department's CICS online system through the software tools and recommends adequate modifications. Identifies file access problems with database files used by the Department's online system. Problems and issues found during routine monitoring that negatively impact the CICS online monitor are quickly identified and resolved efficiently. Identifies all CICS online application program failures as to the abend cause and gives to the application area to correct. Monitors each problem until it is corrected. Works evenings and on weekends to resolve the problem before the CICS online system is scheduled to start the next morning, when needed. Identifies application programs that are using abnormally high percentages to system resources and works with the application development areas and database support to make design changes to correct identified programs.
20%	Leads and/or participates on IT projects. Advises, creates and participates in the development and design standards for the application areas to prevent the designing of programs that operate inefficiently in the online environments. Provides consultation and training on the design standards for new application programmers. Architects and maintains the CICS regions and environments for development, test and production. Coordinates with California Department of Technology (CDT) to change and maintain the CICS regions and interfacing infrastructure components and tests the enhanced capabilities. Provides technical knowledge across all system environments to ensure the highest level of coordination and integration for the EDD infrastructure.
20%	Resolves break/fix incidents such as: system outages; production CICS transaction abends or errors; application program abends or issues; problems and issues that interface with SCDB/DB2 and other computing platforms. Troubleshoots, analyzes and collaborates with other IT Service areas to restore and resolve the break/fix incident.
20%	Leads and implements new software releases and system software releases when they become available from the vendors. Converts the Department's online systems, test and production to new software releases on schedule. When needed, provides software testing on evenings and weekends to ensure the changes work properly before being introduced into production. Provides technical support for all software packages that are installed on the Department's online system. Installs, tests, and monitors all software packages installed on the Department's online system. Provides technical training to the application and support staff on the software packages and assists in problem resolution when failures occur in using the software packages. Works with the application development areas to modify, add, or delete table entries for online transactions, programs, and files to meet future application requirements. Makes the required CICS online table entries in the Department's development and production online environments. Ensures the new required table entries are in the production

10%	regions in time to meet the applications implementation schedule. Keeps current on system software plans and capabilities. Recommends to the application area design considerations that need to be considered to keep pace with the vendor's software changes. Updates and maintains process, procedures and system documentation. Updates technical bulletins as appropriate to communicate technical issues with programming staff and other technicians. Reviews Feasibility Study Reports to ensure the recommended solutions fit in with the future direction the CICS online products are heading. Documents daily problems and their solutions for future reference.

Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

Standing:	Infrequent (7-12%)	Sitting:	Frequent (51-75%)
Walking:	Occasional (13-25%)	Temperature: Environment	Temperature Controlled Office
Lighting:	Artificial Lighting	Pushing/Pulling:	Not Applicable
Lifting:	1-25% of the time	Bending/Stooping:	Not Applicable
Other:			

Type of Environment: a. Cubicle b. Select c. Select d. Select

Interaction with Public: a. N/A b. Select c. Select.

5. SUPERVISION

Supervision Exercised

None.

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name (Print)

Employee's Signature Date

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.

Supervisor's Name (Print)

Supervisor's Signature Date

7. HRSD USE ONLY

Classification and Pay Group (CPG) Approval

☒ Duties meet class specification and allocation guidelines. CPG Analyst initials Date approved

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

* If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:

**** AFTER SIGNATURES ARE OBTAINED:**

- **SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)**
- **FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE**
- **PROVIDE A COPY TO THE EMPLOYEE**