

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Systems Software Specialist I (Technical)	OFFICE/BRANCH/SECTION D20/IT Solutions Division/Database and Middleware Office	
WORKING TITLE Database Administrator	POSITION NUMBER 900-170-1587-924	EFFECTIVE DATE

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the general supervision of a Systems Software Specialist II (Supervisor), the incumbent will function as a Oracle DBA for the Information Technology Solutions Division (ITSD). This incumbent will act as a database administrator in the planning, designing, and development of the Department's Enterprise Oracle Databases and other Relational Database Management Systems (RDBMS). This includes acting as a database administrator for the Department's technical architecture, which supports a variety of diverse and special purpose vendor supplied packaged software products that require configuration, integration and customization. This position is also responsible for implementing policy and procedures related to the establishment of user accounts, implementation of database security, and monitoring/optimizing database performance. This position is expected to continually enhance our customer's experience by implementing, utilizing and monitoring proven customer service practices.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
45% E	As a Oracle Database Administrator (DBA), the incumbent is responsible for supporting various database application projects in the planning, design and development of databases. Provide technical consultation in the functions of database administration and other related Oracle products. This will include documentation, testing and establishing procedures. Provide guidance and technical expertise on Oracle technologies and products.
30% E	Responsible for monitoring, tuning and responding to system deficiencies and performance. This includes being proactive, and working in conjunction with other Information Technology units, to identify and make recommendations that will assist in optimal performance of various Oracle based applications. Should be able to assist in automating processes at server and database level.
20% E	Responsible for defining and implementing capacity planning, system security, a backup and recovery plan and coordinating the use of Oracle management, UNIX and/or network tools in maintaining a consistent level of database integrity.
5% M	Establish and maintain cooperative relationships within the Department and with other state agencies through meetings, forums and other forms of communications.

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: Principles and practices of RDBMS, UNIX system hardware and software, Oracle/SQL Server, and web server concepts. The employee must be thoroughly familiar with all versions of Oracle products running in a complex multi-protocol environment, as well as be knowledgeable about UNIX platforms and their hardware architecture, operation and management. Expert in designing and maintaining high availability, transactional replicated database instances (e.g. Oracle RAC, Oracle Data Guard, AlwaysON, active/passive clustering). The employee must also be knowledgeable of UNIX networking and network management relevant to client server environment, Internet and other

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networking hardware/software.

Ability to: Automate database processes using scripting. Establish and maintain cooperative working relationships with those contacted in the course of the work; work under pressure; communicate effectively; interact with technical and functional project team members, other IT groups, production users, and prepare effective reports.

Analytical Skills: The incumbent must be able to evaluate critical situations and be able to identify viable options to remediate and/or resolve the issue. The employee must be able to analyze conceptual design proposals, technical alternatives, and select the most effective solution, consistent with Department standards, best practices and strategic IT compliance policies.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The employee is responsible for decisions, actions and consequences related to the development and deployment of system and application software, the failure of which could result in the loss of departmental funds in varying magnitudes.

PUBLIC AND INTERNAL CONTACTS

The incumbent interfaces closely with customer (user) management and staff outside of HQ Information Services. There may also be contact with personnel in various other Districts, numerous hardware & software vendors and other State or Federal agencies.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

PHYSICAL

- Extended work hours may be required, and vacations may be restricted, in order to meet project deadlines.
- May be required to travel in state, but the travel it is not very frequent.
- Must be able to organize and prioritize large volumes of varied tasks.
- May be required to sit for long periods of time using a keyboard and video display terminal.
- Over half of the organization's work is subject to frequently changing work situations in which all of the following conditions are met:
 - the approximate date of these changes cannot be accurately predicted;
 - the changes substantially affect resources needed, and those resources are difficult to estimate;
 - the changing work situations require frequent and substantial reprogramming, rescheduling, or reassignment of work, or all of these actions;
 - the manager makes, or participates in making, many decisions concerning the shifting of resources to meet sudden changes;
 - the changes require almost constant attention to work progress and to adjustments in plans and schedules;
 - the work situations are such that they demand of the manager qualities such as exceptional adaptability, special skills in planning, ability to act quickly, and ability to withstand considerable and continuing pressure.
- Scheduling is extremely difficult because of stringent timing limitations and the need to coordinate the organization's work with other organizations committed to the same production requirement.
- Must grasp the essence of new information and master new technical and business knowledge.

EMOTIONAL

- May have to work in highly flexible situations when system failures occur and immediate resumption of services is paramount.
- May be subject to and have the ability to handle irate stakeholders in a calm manner.
- Ability to resolve emotionally charged issues reasonably and diplomatically.
- Must deal effectively with pressure, maintain focus, and intensity yet remain optimistic and persistent, even under adversity.
- Must be able to develop and maintain cooperative working relationships.
- Considering and responding appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful and treats others with respect.
- Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles.

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- Adjust rapidly to new situations warranting attention and resolution.
- Behaves in a fair and ethical manner toward others and demonstrates a sense of responsibility and commitment to public service.
- Influences others toward a spirit of service and meaningful contributions to mission accomplished.
- Values cultural diversity and other individual differences in the workforce.
- Ensures that the organization builds on these differences and those employees are treated in a fair and equitable manner.

MENTAL

- Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice.
- Must be able to concentrate in order to review and create documents and meet strict deadlines at times.
- Formulates effective strategies consistent with the business and competition.
- Develops new insights into situations and applies innovative solutions to make organizational improvements.
- Creates a work environment that encourages creative thinking and innovation.
- Creates and sustains an organizational culture which encourages other to provide the quality of service essential to high performance.
- Enables others to acquire the tools and support they need to perform well.
- Willing to take risks; initiate actions that involve a deliberate risk to achieve a recognized benefit or advantage.
- Understand linkages between administrative competencies and mission needs.

WORK ENVIRONMENT

- While at their base of operation, incumbents will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate.
- Incumbent will work in workstations within shared cubicles. Working hours will be set between 6:30 a.m. and 6:30 p.m.
- The workload is subject to frequent, substantial, and unexpected changes within a few months.
- Overtime may be required, and vacations may be restricted, in order to meet project deadlines and operational requirements.
- While we expect and promote internal transfers within the Division, for personal and professional development, we encourage staff to stay in their positions long enough to develop some expertise before transferring.
- Scheduling is often difficult because of stringent timing limitations and the need to coordinate the organization's work with other organizations committed to the same production requirement.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

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

SUPERVISOR (Print)

Ala Yousefi

SUPERVISOR (Signature)

DATE