

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Systems Software Specialist II (Supervisory)	D20/IT Solutions Division/Database and Middleware Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Database Operations Supervisor	900-170-1558-024	

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 the Chief, Database Operations, a Data Processing Manager III, (DPM III), the incumbent will function as a Database Operations Group supervisor for the Information Technology Solutions Division (ITSD). This position provides day to day supervision of Information Technology (IT) professionals in the support of the Department's Enterprise Oracle Databases and other Relational Database Management Systems (RDBMS). This position is expected to continually enhance our customer's experience by implementing, utilizing, and monitoring proven customer service practices. As a key leader in IT, the incumbent ensures staff is highly qualified to perform their duties and meet customer expectations. The supervisor has the responsibility to ensure the continuous operations and maintenance of all California Department of Transportation (Caltrans') Oracle enterprise databases. The incumbent will support and act as the Database Administrator for various production system databases and act as lead technical staff in the planning, design, generation and performance of the Department's corporate database software components.

This position formulates, revises and recommends technology policies and procedures that are consistent with the State's IT governance model to ensure compliance with laws, rules and regulations set forth by State policies as follows:

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹ 50% E	As a lead Oracle Database Administrator (DBA), the incumbent is responsible for supporting various database application projects in the planning, design and generation of databases. Provide technical consultation in the functions of database administration and other related Oracle products. This will include documentation, testing and establishing procedures. Responsible for monitoring, tuning and responding to system deficiencies. 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. 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 application performance. Establish and maintain cooperative relationships within the Department and with other state agencies through meetings, forums and other forms of communications. Provide guidance and technical expertise on Oracle technologies and products.
45% E	Plans, organizes and directs a group of highly technical IT professionals that support database administration functions. Perform liaison activities with users, customers and user management on project plans, priorities and problems with delivery of IT services that are supported by the database administration group. Monitors project progress and expenditures of resources in delivery of IT services within the IT Solutions Division. Assigns workload to subordinate staff and provides comprehensive expectations on assignments, tasks and desired outcome. Develops and implements strategies to ensure Division employees are trained and developed to meet IT challenges and exceed customer expectations. Develop, implement and monitor innovative customer service and support strategies to meet Departmental business needs while complying with State IT policy and guidelines. Perform evaluations of staff's abilities and provide guidance and training as needed.
5% M	Works as required on the special assignments and projects as deemed necessary by division chief.

ADA Notice

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ESSENTIAL 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

The incumbent will plan, assign, supervise, review and direct IT staff classified as Systems Software Specialists and Information Systems Analysts.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: General management and project management principles and practices. The incumbent must be knowledgeable of the department's mission, goals and policies, data processing practices of system development, system and data security, and operational controls. In addition, the incumbent must be knowledgeable of statewide IT policies and procedures as prescribed in the State Administrative Manual, and be able to effectively administer consultant contracts.

Ability to: Make intelligent decisions, and act upon those decisions and be able to effectively plan, organize, and control multiple, concurrent data processing projects. The incumbent must also be able to ensure that the IT staff work effectively with the customer (user) management and staff.

Analyze situations: Necessary to plan, schedule, direct, control, and evaluate work. The incumbent must have a level of data processing analytical ability sufficient to guide the development of a data processing project from the initial problem determination through implementation. The employee must be able to analyze conceptual design proposals, and technical alternative, and select the most effective alternative, consistent with Department needs and strategic information policies. The employee must analyze budgetary, staffing, and equipment requirements and be able to prepare appropriate proposals.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for decisions, actions, and consequences related to the development, modification and implementation of data processing applications. The incumbent is accountable for completion of activities within budgeted resources, and for delivering a product that: 1) meets the customer's (user's) needs; and 2) adheres to operational guidelines and standards. Failure to do so could result in the loss of departmental efficiencies and/or funds in varying magnitudes.

PUBLIC AND INTERNAL CONTACTS

The incumbent interfaces closely with customer (user) management and staff outside of headquarters 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 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.

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- 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.
- 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 others 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.

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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
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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
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