

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

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| Classification Title | Board/Bureau/Division |
| Staff Programmer Analyst (Supervisor) | Medical Board of California |
| Working Title | Office/Unit/Section / Geographic Location |
| Programming Supervisor | Information Systems Branch - Sacramento |
| Position Number | Name and Effective Date |
| 629-151-1582-XXX | |

Under the general supervision of the Data Processing Manager II, the Staff Programmer Analyst (Supervisor) is a working supervisor leading a team of programmers responsible for the Medical Board of California’s application development and maintenance. The incumbent plans, directs, organizes, and assigns projects to other members of the programming team. The incumbent will serve as a technical expert and will make technical recommendations to contribute in the formulation of strategies and policies pertaining to application development and other highly technical issues in support of the business strategic direction. The Staff Programmer Analyst (Supervisor) is familiar with information technology concepts, practices, methods and principles, particularly the phases of the Software Development Life Cycle. The incumbent must be able to analyze information and situations, identify and solve problems, reason logically and draw valid conclusions, develop effective solutions, apply creative thinking in the design of information technology solutions, establish and maintain effective working relationships with coworkers and third party partners, and communicate effectively. Duties include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

40% Project Management / Supervision (E)

- Plan, organize and manage projects assigned to the programming team, including creating schedules, establishing priorities and reporting progress. Lead team meetings and peer design/code reviews and testing to ensure the best possible solutions are identified and implemented. Assign and monitor special projects. Establish reasonable deadlines and monitor staff workload to ensure work is completed accurately and timely. Serve as the technical expert and provides direction to staff on the most difficult and sensitive work issues. **(30%)**
- Supervise professional and technical staff. Perform various supervisory responsibilities related to staff management and development. Evaluate necessary staff resources and training needs. Evaluate the performance of direct reporting staff. Ensure probation reports and Individual Development Plans are completed timely and periodic feedback is provided to staff pertaining to work performance and areas for improvement. **(10%)**

40% Application Development / Maintenance (E)

- Direct staff in the design, development, maintenance, and testing of complex application programs using Microsoft ASP.NET, Microsoft SQL, and other technologies to ensure successful and continuous operation of multi-user systems and databases. **(25%)**
- Serve as the technical expert and make technical recommendations to contribute in the formulation of strategies and policies pertaining to application development. Direct staff in the analysis and development of business requirements for developing and maintaining applications. Develop detailed systems design documents. Create and maintain documentation of applications, including user instructions and help desk instructions for troubleshooting applications. **(10%)**
- Oversee the resolution of production defects. Troubleshoot issues reported by users, determine

the underlying cause, identify a solution, and if necessary, propose and implement changes to existing systems to resolve the issue. (5%)

15% Reporting / Data Analysis (E)

- Create complex reports from multiple systems based on business requirements gathered from the Board's various departments for use in, but not limited to, the Board's annual report and strategic plan. (5%)
- Perform data extracts from multiple systems for internal and external use. Merge data from multiple systems to compile statistics from otherwise disjointed systems for use in, but not limited to, the Board's annual report and strategic plan. (5%)
- Maintain and support batch jobs, tasks, and scripts to automate any functions that can reduce manual work for other Board employees. (5%)

5% Other Functions (E)

- Participate in planning, maintenance, and testing of the Board's Business Continuity Plan (BCP), Operational Recovery Plan (ORP), and Continuity of Operations and Continuity of Government Plan (COOP/COG). Assist in the development and implementation of internal policies and procedures in compliance with the State Information Management Manual. (5%)

B. Supervision Received

The Staff Programmer Analyst (Supervisor) works under the general supervision of the Data Processing Manager II.

C. Supervision Exercised

The incumbent supervises one Staff Information Systems Analyst, two Staff Programmers, one Associate Information Systems Analysts, and two Associate Programmers.

D. Administrative Responsibility

The incumbent is responsible for the supervision and direction of the activities of the Information Systems Branch, Programming Unit for the Medical Board.

E. Personal Contacts

The incumbent will have direct and daily contact with all MBC employees; direct and frequent contact with Department of Consumer Affairs and Office of Technology Services; direct occasional contact with other state departments, varying stakeholders such as the California Department of Justice, Information Technology vendors (software/hardware/resell, etc.) and the public.

F. Actions and Consequences

The incumbent is responsible for the development and support of the Medical Board of California's software applications used by the Board's employees, Department of Consumer Affairs employees, and other external users, including the public. If the applications are not maintained effectively, these applications and the services they provide may not be available for business needs, which would compromise efficiency of both enforcement and licensing programs, and, ultimately, public safety of consumers would be at risk. Daily monitoring and analysis for future data projection needs and requirements, as well as software/hardware that will be needed, is critical to the strategic plan and operations of the MBC. If this position fails to perform that research and planning, the MBC would fail in its future effectiveness for consumer protection. Information Technology security also needs to be monitored and maintained to ensure that data is not compromised and applications are not susceptible to breaches or exploits. If security is not sufficient or kept up to date, confidential data could be compromised and used for illegal purposes.

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. Sitting and standing requirements are consistent with office work. The incumbent must have the ability to lift and move heavy boxes weighing 25 – 30 pounds, equipment weighing up to 150 pounds (with the assistance of a co-worker) and the various other large, heavy and awkward items associated with job responsibilities. Travel may be required throughout California for Board and committee meetings and to troubleshoot obstacles that cannot be remedied remotely. Incumbent is required to travel by commercial carrier or auto whichever method is in the best interest of the State. Travel may be for one or several consecutive days.

H. Other Information

Incumbent is expected to exercise a high level of independence and discretion and must possess good communication skills, use good judgment in decision-making, manage time and resources effectively, be able to work efficiently and cooperatively with others and be able to work under changing priorities and deadlines. The incumbent must have expert skills, abilities and knowledge of information systems technology programming, principles and techniques of studying work processes for new/revised information technology system applications. The incumbent must possess the ability to analyze information and situations, identify problems, apply creative thinking and determine alternatives in the development of software applications.

The incumbent 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.

Title 11, § 703D 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.

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: TK 7/2015
Approved: JM 9/2015