



CALIFORNIA HORSE RACING BOARD

Information Technology Specialist I

It is the mission of the California Horse Racing Board to ensure the integrity, viability, and safety of the California horse racing industry by regulating pari-mutuel wagering for the protection of the public, promoting horse racing, breeding, and wagering opportunities, and fostering safe racing through the development and enforcement of track safety standards and regulations for the health and welfare of all participants.

TENURE/TIMEBASE:

Permanent/Full time

LOCATION: Sacramento

FILE BY: Until Filled

SALARY: \$5,118.00 - \$8,280.00

Completed Examination/Employment Application (STD. 678) may be submitted electronically via your CalCareers account at www.jobs.ca.gov; or hand delivered to the address below before or on the final filing date by 5:00 p.m.; or mailed to the address below. Resume is required.

HUMAN RESOURCES

CALIFORNIA HORSE RACING BOARD
1010 HURLEY WAY, SUITE 300
SACRAMENTO, CA 95825

All application packages must include **JC-119534** or Position **395-501-1402-003** in the job title section. Application packages must include all the required documents. Incomplete application packages will not be accepted.

Any questions about the position may be directed to Bill Glaholt, at (916) 263-4153 or by email BGlaholt@chrh.ca.gov.

ADDITIONAL INFORMATION:

You are eligible to apply if you are on the State Restriction of Appointment (SROA) list for the same or a comparable classification; or a surplus employee in the same or comparable classification; are currently in the Information Technology Specialist I classification; have reinstatement eligibility; are in a classification comparable and transferable; or on a current Information Technology Specialist I eligible list and reachable.

It is the policy of the CHRHB that no person may be hired as an employee if that person has been convicted of a felony or any gambling-related offense, therefore all employees are subject to a background check.

POSITION DESCRIPTION:

Under direction of the Information Technology Supervisor II, the Information Technology Specialist I (ITS I), performs the duties of the department's lead developer. Serves as the technical specialist, demonstrating an in-depth understanding and level of expertise of complex application development project initiatives for the California Horse Racing Board (CHRB) to perform a wide variety of tasks requiring regular innovative problem-solving. The ITS I performs analysis, design, programming, and testing in the implementation and/or maintenance of application systems essential to the CHRB. The incumbent will develop and implement the process for managing and sustaining these processes and documents through all phases of the systems development life cycle (SDLC). The tasks for this position encompasses multiple IT domains: 1) Business Technology Management, 2) Project Management, 3) Software Engineering and 4) System Engineering. Travel to California's race tracks and after hours support of CHRB's software applications and systems may be required due to operational need. Typical functions to be performed, but not limited to, are as follows:

ESSENTIAL FUNCTIONS:

Provide technical expertise and leadership in the development and maintenance of complex CHRB enterprise system components including the applications, databases and middleware software hosted internally by CHRB or externally by the vendor. Performs as system development lead in the design, development, testing and maintenance of various modules in the California Horse Racing Information Systems 2 system (CHRIS 2) in PeopleSoft's People Tools and People Code; and CHRIS based applications in Visual Basic and SQL (Photo Identification, Employee Identification). Identify and resolve technical problems to help CHRB program meet mandates. Perform all phases, functions, and tasks of the System Development Lifecycle (SCLC) such as analyze, design, development, testing, integration, implementation and maintenance. Design, develop, configure, and implement software using accepted development standards. Develop, update, and implement standard procedures and controls to ensure proper installation, configuration, maintenance, security, reliability and availability of systems/databases. Evaluate new software and technology trends to determine if they will support and enhance CHRB program and/or technical functions.

Research, plan, develop, coordinate and apply firmware and software patches, hot fixes and security updates to ensure overall system performance and security. Create procedures e.g. installation, security incident response, backup and recovery using established CHRB standards to ensure the technical staff adhere to consistent processes. Troubleshoot and resolve the most complex problems and monitors progress to ensure milestones are met and deliverables meet technical specifications. Serve as a liaison with vendors and internal program teams to report, troubleshoot, and resolve software/hardware problems using technical knowledge, communication skills, maintenance contracts, and vendor supplied problem management systems. (i.e. CHRB photo identification systems and card printers).

Maintain the Configuration Management Database (CMDDB) for the control of technology asset inventory. Contribute to the development of CHRB IT processes and procedures. Develop and perform complex analytical procedures to maintain and support the mitigation and resolution of incidents and problems to maintain and support CHRB internal information systems.

Provides technical expertise and support to stakeholders and CHRB staff with issues related to CHRB Information Technology systems. Communicate effectively (oral, written or by presentation) with users and peers to discuss business and system requirements. As needed, may provide oversight of contractors and meet vendors to discuss existing or new technology. Assist users in user acceptance test activities. Train staff and user on changes to new and existing systems to properly use the software tools and understand the impact of changes to their computer environment.

Collaborate with stakeholders to design and implement databases that address data management needs such as data capture, data integrity, data security, data access, and data exchange within the industry, the State and externally. Develop and provide

stakeholders project documents and/or data reports from the CHRIS/CHRIS 2 systems as requested.

REQUIRED/DESIRABLE CHARACTERISTICS:

Knowledge of: Information technology concepts, practices, and principles to provide a foundation for technology related work. Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices. Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Ability to: Perform research and data gathering; analyze information and evaluate results to choose the best solution and solve problems; communicate effectively verbally and in writing as appropriate for the needs of the audience; utilize reporting tools to develop and analyze statistical reports; interpret and explain technical information to non-technical individuals; interpret customer requests to meet service needs and resolve problems; provide customer service; work cooperatively with staff at all levels; proficiently use computers and productivity software; and understand and align technology proposals with business needs. Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes. Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

DESIRABLE QUALIFICATIONS:

- Ability to design, develop, code, maintain, and explain complex SQL statements, indexing, views, and normalized table design and how they function
- Strong background of development in object-oriented software using languages like Visual Basic, .NET, and/or Java
- Intermediate web design concepts using CSS and HTML
- Oracle PeopleSoft development using PeopleTools and PeopleCode
- Integration of systems through Middleware concepts such as SOAP
- Understanding or certification in general process implementation frameworks such as ITIL

WORK ENVIRONMENT:

- The incumbent works in a typical office environment, using one or more personal computers.
- Works on the first floor of a two story building.
- Travels approximately 10-15 times during the months of June through October.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD device.
The California Horse Racing Board utilizes the California Relay Service. The numbers available for use are
1-800-735-2929 (TT/TDD) and 1-800-735-2922 (VOICE).

Final File Date: **Until Filled**

JC-119534 Information Technology Specialist I 1402

<https://jobs.ca.gov/CalHrPublic/Jobs/JobPosting.aspx?JobControlId=119534>

Release Date: **August 1, 2018**