SUBORDINATE CONTRACT
MA-063-13011705
WITH
RANDSTAD NORTH AMERICA LP DBA RANDSTAD TECHNOLOGIES LP
FOR
IT PROFESSIONAL HELP SERVICES

This Subordinate Contract **MA-063-13011705** (hereinafter referred to as "Contract") is made and entered into upon execution of all necessary signatures between Randstad North America LP DBA Randstad Technologies LP, having a place of business at 60 Harvard Mill Sq., Wakefield MA 01880-3208; (hereinafter referred to as "Contractor"), and the County of Orange, Social Services Agency (SSA) a political subdivision of the State of California, with a place of business at 888 N. Main St., Santa Ana, CA 92701 (hereinafter referred to as "County") which are sometimes individually referred to as "Party" or collectively referred to as "Parties".

ATTACHMENTS

This Contract is comprised of this document and the following Attachments, which are incorporated by reference into this Contract:

Attachment A – Classifications and Descriptions
Attachment B – Classification Rate Schedule

RECITALS

WHEREAS, the County of Orange, County Procurement Office (CPO) has issued Regional Cooperative Agreement MA-017-12011690 (hereinafter referred to as "RCA") on file with County of Orange, CPO, effective June 1, 2012 through May 31, 2014, for IT Professional Help Services (hereinafter referred to as "Services") in accordance with the terms and conditions of the RCA between Contractor; and

WHEREAS, County desires to enter into a Contract for IT Professional Help Services per the RCA; and

WHEREAS all terms and conditions, amendments/modifications of the RCA are incorporated herein by this reference into this Contract; and

WHEREAS, Contractor is willing to provide the Services specified in the Scope of this Contract as listed below;

NOW, THEREFORE, the parties mutually agree:

ARTICLES

1. **Scope of Contract:** This Contract specifies the terms and conditions, per the RCA incorporated herein, by which County will procure the Services from the Contractor per Attachment A / Classifications and Descriptions.

2. **Term of Contract:** This Contract shall commence on June 1, 2013 and continue through and including May 31, 2014, unless otherwise terminated by the County. This Contract may be renewed thereafter for one additional two-year term upon mutual agreement of both parties. This Contract may not be renewed. The County does not have to give a reason if it elects not to renew this Contract.

3. **Compensation & Payment:** Contractor agrees to provide the Services at the fixed rates specified and set forth in this Contract and in accordance with the terms and conditions specified in the RCA. The total cost of this Contract shall not exceed $2,500,952.00; provided, however, that in the event County desires to procure Services in excess of the stated amount, the parties shall enter into an amendment to this Contract for such additional expenditure.

4. **Notices:** Any and all notices, requests demands and other communications contemplated, called for, permitted, or required to be given hereunder shall be in writing, except through the course of the parties' project managers' routine exchange of information and cooperation during the terms of the work and services. Any written communications shall be deemed to have been duly given upon actual in-person delivery, if delivery is by direct hand, or upon delivery on the actual day of receipt or no greater than four calendar days after being mailed by US certified or registered mail, return receipt requested, postage prepaid, whichever occurs first. The date of mailing shall count as the first day. All communications shall be addressed to the appropriate party at the address stated herein or such other address as the parties hereto may designate by written notice from time to time in the manner aforesaid.

FOR COUNTY:
County of Orange
SSA/Procurement Services
Attn: Evelyn Yambao
888 N. Main St., 1st Flr
Santa Ana, CA 92701
Email: Evelyn.Yambao@ssa.ocgov.com

FOR CONTRACTOR:
Ranstad North America LP DBA Randstad Technologies LP
Attn: Erin Varnado
60 Harvard Mill Sq.
Wakefield, MA 01880-3208
Telephone: (949) 253-3050
Email:Erin.Varnado@randstadusa.com

COPY TO:
County of Orange
SSA/IT Services Department
Attn: Merilyn Inigo
888 N Main St.
Santa Ana, CA 92701

5. **Invoicing:** Invoices are to be submitted to:
SSA/Procurement Services
Attn: Processing Desk (MA)
888 N. Main Ave., 1st Flr.
Santa Ana, CA 92705

Payment will be net 30 days after receipt of an invoice in a format acceptable to the County and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rests with the contractor.

An acceptable invoice format shall minimally include:
   A. Contractor's name and address;
   B. Invoice number and date;
   C. Name of County agency/department ordering services/goods;
   D. Description of services/goods and date ordered;
   E. Contract MA-063-13011705;
   F. Total Invoice Amount;
   G. Contractor's federal taxpayer's ID number and
   H. Contractor's remittance address (if different from line A)

- Signature Page follows -

SUBORDINATE CONTRACT
MA-063-13011705

SIGNATURE PAGE

The Parties hereto have executed this Contract on the dates shown opposite their respective signatures below.

RANDSTAD NORTH AMERICA LP DBA RANDSTAD TECHNOLOGIES LP*

By	_(signature)_		By	_(signature)_
Print Name	Robert M Dickey		Print Name	Ronald Fuccillo
Title	President		Title	Vice President + Treasurer
	Corporate Officer			Corporate Officer
Date	4/9/13		Date	4/10/13

*If the contracting party is a corporation, (2) two signatures are required: one (1) signature by the Chairman of the Board, the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signator to bind the corporation.

COUNTY OF ORANGE
a political subdivision of the State of California

By	_(signature)_		Date	4/10/2013
Print Name	Georgetta Vlad		Title	Procurement Manager

COUNTY OF ORANGE
COUNTY COUNSEL

By	Karen R. Prather	Date	4/11/2013
	Senior Deputy County Counsel		

ATTACHMENT A

CLASSIFICATIONS AND DESCRIPTIONS

I.   INFORMATION TECHNOLOGIST I

Perform personal computer setup, installation, and/or post installation support duties. Duties include but are not limited to the un-boxing and setup of all hardware, installation of software, pc configuration to include network interface card and cables, delivery to and setup of equipment at the customer site, complete system and network integration testing, customer orientation to the system, diagnosis of hardware and software malfunctions, and problem resolution. Diagnose and resolve hardware and software issues submitted to the IT Help Desk via telephone. This position may also answer Technical Support phone calls, initiate and track priority tickets for technical issues and Moves, Add, Changes and Deletes. Provide initial assessments of issues and track escalation or transfer of tickets. Position also remotely solves numerous technical issues via remote management software.

Preferred skills:
- Diagnose hardware/software/driver malfunctions and conflicts through problem resolution
- Perform computer setup, configuration, installation and support duties
- Provide training, support and instruction in all version of Office plus other desktop applications
- Relocate equipment as required
- Utilize remote Desktop Management solutions to resolve desktop problems
- Imaging PCs and Laptops using RIS (MSI package), Ghost or SMS
- Deploy computers using MS WDS
- Install, configure and resolve issues related peripherals, such as scanners, projectors, Blackberries, digital cameras, printers, card readers, encrypted USB drives
- Provide 1st and 2nd level support to user requests
- Diagnose and replace defective electronic components
- Install and configure hardware upgrades, hard drive, memory, video/sound card, CD/DVD writers
- Install, configure and resolve issues related to Off-the-shelf software
- Install, configure and resolve issues related to supported applications
- Migrate user profiles and data between PCs
- Install, configure and resolve issues related to desktop encryption
- Perform analysis and final resolutions to completed work requests
- Monitor, process and update Unicenter trouble tickets
- Install, configure and resolve issues related to network/local B&W/color printers
- Install, glue, apply anti-theft apparatus
- Troubleshoot network connectivity
- Perform software maintenance on computers, which includes managing remote defragmentation, adware/spyware blocking and other performance measures.
- Complete system and network integration testing
- Monitor and resolve PC patching issues
- Maintain high customer satisfaction
- Answer Helpdesk phones as required
- Provide timely onsite service and support for over 25 remote locations
- Must be able to lift forty pounds
- Conduct physical inventories using bar code equipment and spreadsheets
- Physically able to use a pallet jack to move equipment and shrink wrap to secure equipment
- Must possess a valid California driver's license and maybe required to drive to remote locations throughout Orange County. Must speak and read English proficiently

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Specific Project Preferred Skills:
- Minimum 2 years of experience with MS Windows 7 and Windows XP and Office 2010
- A+ certification (highly desirable)
- Minimum 1 year experience with Unicenter (CA Service Desk) ticket tracking system
- Minimum 1 year experience with the CalWIN image and application
- Minimum 1 year experience with SMS or Ghost imaging or Windows Deployment Server
- Must have experience with ERMI, Advantage Desktop, CAMS, APS Oracle and MSSP Case Management and Alchemy
- Minimum 1 year experience working in large environment over 2,500 users
- Experience with Hyland Onbase, CMIPS II, TMS, Genesys, ccPulse
- Minimum 1 year experience with Dameware Remote

II. **INFORMATION TECHNOLOGIST II (VENDOR LIAISON, APPLICATION SUPPORT, TEAM LEAD, JOURNEYMAN TECHNOLOGIST)**

10 year experience in IT field performing personal computer setup, installation, and/or post installation support duties. Duties include but are not limited to the un-boxing and setup of all hardware, installation of software, pc configuration to include network interface card and cables, delivery to and setup of equipment at the customer site, complete system and network integration testing, customer orientation to the system, diagnosis of hardware and software malfunctions, and problem resolution. Vendor management experience. Works as a vendor liaison to resolve hardware problems, delivery issues, RMA tracking and hardware driver support. Team lead experience, leading highly technical IT projects and providing direction and leadership to other IT staff. IT advocate at meetings, capable of speaking on behalf of IT department. Software and Application support for several local and State mandated programs.

Preferred skills:
- Diagnose hardware/software/driver malfunctions and conflicts through problem resolution
- Perform computer setup, configuration, installation and support duties
- Provide training, support and instruction in all version of Office plus other desktop applications
- Relocate equipment as required
- Utilize remote Desktop Management solutions to resolve desktop problems
- Imaging PCs and Laptops using RIS (MSI package), Ghost or SMS
- Deploy computers using MS WDS
- Install, configure and resolve issues related peripherals, such as scanners, projectors, Blackberries, digital cameras, printers, card readers, encrypted USB drives
- Provide 1st and 2nd level support to user requests
- Diagnose and replace defective electronic components
- Install and configure hardware upgrades, hard drive, memory, video/sound card, CD/DVD writers
- Install, configure and resolve issues related to Off-the-shelf software
- Install, configure and resolve issues related to supported applications
- Migrate user profiles and data between PCs
- Install, configure and resolve issues related to desktop encryption
- Perform analysis and final resolutions to completed work requests
- Monitor, process and update Unicenter trouble tickets
- Install, configure and resolve issues related to network/local B&W/color printers
- Install, glue, apply anti-theft apparatus
- Troubleshoot network connectivity

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- Vendor Liaison experience. Works with vendors to fix hardware problems.
- RMA processing and tracking of broken hardware.
- Team Lead over various IT projects. Must have direct lead experience over other IT personnel.
- Perform software maintenance on computers, which includes managing remote defragmentation, adware/spyware blocking and other performance measures.
- Complete system and network integration testing
- Monitor and resolve PC patching issues
- Maintain high customer satisfaction
- Answer Helpdesk phones as required
- Provide timely onsite service and support for over 25 remote locations
- Must be able to lift forty pounds
- Conduct physical inventories using bar code equipment and spreadsheets
- Physically able to use a pallet jack to move equipment and shrink wrap to secure equipment
- Must possess a valid California driver's license and maybe required to drive to remote locations throughout Orange County. Must speak and read English proficiently

Specific Project Preferred Skills:
- Minimum 2 years of experience with MS Windows 7 and Windows XP and Office 2010
- A+ certification (highly desirable)
- Minimum 3 year experience with Unicenter (CA Service Desk) ticket tracking system
- Minimum 3 year experience with the CalWIN image and application
- Minimum 5 year experience with SMS or Ghost imaging
- Minimum 2 years experience with Windows Deployment Server (WDS)
- Must have experience with ERMI, Advantage Desktop, CAMS, APS Oracle and MSSP Case Management and Alchemy
- Minimum 5 year experience working in large environment over 2,500 users
- Minimum 1 year experience setting up production scanners and installing VRS and Hyland OnBase client.
- Minimum 1 year experience TMS, Genesys and ccPulse applications
- Minimum 1 year experience Dameware Remote application

III. SENIOR IT SYSTEMS ENGINEERS: .NET WEB AND VMWARE ADMINISTRATORS:

These individuals will be responsible for the implementation and maintenance of Intranet and .NET Web applications as well as VMWare administration and support in a Windows 2008/2012 Active Directory environment. These services include but are not limited to installation, documentation and support for .NET application servers, operating systems, data base and application software. In addition, they include analysis, testing, implementation and support for virtualized .NET applications in a VMware ESXi environment.

Preferred Skills:
- Provide web server administration duties to support SSA's intranet and web application servers.
- Responsible for monitoring, investigating and resolving issues with SSA's intranet and web-application servers.
- Manage, test and document intranet and web-server configuration changes.
- Responsible for planning, testing, implementing and supporting virtual server applications in our VMware ESXi environment.

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- Candidates preferred with experience implementing, configuring, securing and supporting .NET applications and Windows 2008/2012 servers in an Active Directory environment.
- Preferred experience consolidating servers using VMware ESXi.
- Must be experienced configuring and restoring backups as well as performing disaster recovery operations for .NET application servers.
- Preferred experience implementing, configuring and supporting .NET applications and Windows 2008/2012 servers in an Active Directory environment.
- Preferred experience consolidating servers using VMware ESXi.
- Must speak and read English proficiently

Specific Project Skills Preferred:
- Preferred candidates with knowledge and experience supporting Social Services Agency business requirements including CalWIN.
- Prefer candidates with experience troubleshooting applications hosted in a large, multi-site environment with 4000+ desktops and 20+ large sites.
- Preferred candidates will have experience implementing and supporting Microsoft clustering services for redundant IIS and SQL servers.
- Preferred knowledge and proficiency with the following languages: Java, Visual Basic.NET, SQL, ASP.NET and JavaScript.
- Preferred proficiency with IIS, and Linux, other desired software proficiency includes: Apache, Visual Studio.NET, MS SQL Server, Citrix and Crystal Reports.

IV. IT SYSTEMS ENGINEER II - CALWIN

The candidate assists IT Operations staff with support of the California Work Opportunity and Responsibility to Kids Information Network (CalWIN) system. This requires the technician to troubleshoot CalWIN and other client server software issues such as OnBase, System Center Configuration Manager, and Lumension. The technician will be capable to assist with remote server installation and support system administrators with fixed asset server hardware inventory, software, server installations and other duties as required. These duties require knowledge and experience including but is not limited to: CalWIN system, Microsoft Servers (2008 and 2012), OnBase clients, Lumension and SCCM clients. An understanding of basic Local Area Network and Wide Area Network concepts and requirements are desired.

The incumbent is expected to have excellent communication and interpersonal skills with a proven track record of customer satisfaction. Outstanding organizational skills, attention to detail, and a superior work ethic are required while working independently or as an active team player.

Preferred Skills:
The candidate will work with internal and external engineering staff on projects designed to support SSA's CalWIN production application and related operations. Strong working knowledge of Local Area and Wide Area Networking concepts is preferred.

The candidate will need to provide CalWIN support and troubleshooting in a large (4,500+ PCs), multi-site (17+) Windows 2008/2012 Active Directory environment. Candidate must be familiar with Cisco networking concepts and equipment, and Windows 2008/2012 Active Directory concepts. Candidate will need to maintain an Access database of server equipment to monitor location of fixed assets and track server maintenance. In addition, candidate will support tape backup operations for shared drive and custom application servers.

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Preferred Experience
The preferred candidate would have experience supporting CalWIN workstations in a Windows 2008/2012 environment. It is highly desirable that they have good analytical and problem solving skills and experience working in a team environment with other technical support personnel.

Ideally, candidate has experience supporting and troubleshooting CalWIN PCs and resolving related workstation and server software and hardware issues. Ideal candidate will also have experience and knowledge about Social Services Agency business requirements.

V. IT APPLICATIONS DEVELOPER II (.NET)

Design, develop, and deliver applications based on previously approved system specifications which include architecture design, prototyping of concepts to proof of concept, development of coding standards, design and development of source code, test plans, and documentation. Verbal and written skills must be clear and concise to facilitate customer communication. Have a strong desire to learn and keep technical skills current as new technologies emerge.

Preferred knowledge and experience regarding the use of, but not limited to 4GL, Microsoft IDE, and design tools such as Visual Studio 2005/ 2008/2010, graphical user interfaces (GUIs), UML, shared LAN-based files, printers, relational databases such as ORACLE 10G/11G, SQL Server 2005/2008/2008R2 along with Windows Forms applications, web sites, web applications, web services and commonly used languages and tools such as ASP.NET, ADO.NET, VB.NET, C++, C#.NET, Java Scripts, JQuery, VB Scripts, LINQ, Entity, HTML, PHP, and SharePoint. These candidates understand the benefits of Search Engine Optimization (SEO) and the development skills to support SEO.

Preferred Skills:
IT Applications Developer II candidate is a highly skilled .NET developer with a strong background in building scalable, predictable, high-quality and high-performance web applications on the Microsoft technology stack. The candidate will be responsible for building and maintaining internal and external facing web applications and will work with other project team members and business resources to build highly-performing enterprise systems. This includes the migration of legacy applications/reports to .NET web applications, MS Reporting Services, Crystal Reports and implementation of Web Content Management System. Must be proficient, prefer strong working knowledge of   n-tier client-server/web development and programming tools on MS Windows XP and Windows 7 platforms. The prefer candidates can create, manage, and deploy Drupal and/or SharePoint templates, master pages, workflows, sites, pages, lists, libraries, scopes, views, columns, and web parts. Manage custom code in C# and ASP.NET initiatives for the development of SharePoint templates and Web parts using Visual Studio .NET. The candidates understand publishing features in Drupal and/or SharePoint and have experience working with Master Pages, Page Layouts, Themes and CSS.

Programming Language:
Must be able to develop/maintain complex applications using MS Office 2003/2010, Oracle 10G/11G, SQL Server 2005/2008/2008R2/2012, and Visual Studio 2005/2008/2010/2012; build robust Web based applications using ASP.NET/VB.NET / C#.NET/ Java Scripts/VB Scripts. Candidates preferred with a working knowledge of relational databases including use and development of stored procedures, indexes, triggers, views, table design using PL/SQL or T-SQL. Knowledge of PHP, SharePoint, MS Reporting Services, Crystal Reports, HTML, XML, Cascading Style Sheets, and Visual Source Safe are also strongly desired.

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General Experience:
SSA prefers the qualified candidates to have an excellent background in programming with emphasis on developing N-tier architecture using .NET. Extensive experience or general knowledge in project management, application development lifecycle and application design principles using flowcharting, data flow, relational database design, entity relationship diagramming, Object-Oriented Design and Programming, report layout, graphical user interfaces, users acceptance testing, implementation, and technical documentation of all phases. The candidates will provide maintenance and operations support of existing systems. Prefer candidates possess strong analytical and problem solving skills, capability to work with a diverse user groups and experience leading and mentoring other team members. Bachelor's degree/technical certification in Computer Science or related field of Information Technology, and 1-2 years, .NET, plus 5+ years of on the job experience in applications and web development or combination, and years of experience. The candidates will have strong organization skills to manage multiple timelines and complete tasks quickly within constraints of specified timelines and budgets.

Specific Project Skills Preferred:
- Preferred candidate with knowledge and experience using California Work Opportunity and Responsibility to Kids Information Network (CalWIN) and Child Welfare Services/Case Management System (CWS/CMS) state mandated systems data for custom applications systems interfaces.
- Preferred candidate with knowledge and experience developing and supporting Social Services Agency's Internet, Intranets, and Drupal Content Management System.
- Preferred candidate with knowledge and experience developing and supporting Social Services Agency's Assessment Intervention Management System, Contracted Services System, Family Self Sufficiency Program Staffing & Statistics System, Integrated Continuing Services Statistics System, In-Home Support Services System, Phonebook System, and Supplemental Security Income Advocacy System.
- Preferred candidate with knowledge and experience developing and supporting Social Services Agency's MediCal Assignment Board System, Multi-Agency Intervention Data System, and Santa System.
- Preferred candidate with knowledge and experience developing and supporting Social Services Agency's Adult Services & Assistance Program Staffing & Statistics System, Foster Youth Information System, Human Resources Activity Log System, Human Resources Mail Log System, and MediCal Referral Database System.
- Preferred candidate with knowledge and experience developing and supporting Social Services Agency's Foster Care Stats System, CRO (Central Regional Office) Continuing Assignment Board System, Independent Living Program System, Initial Services Assignment Board System, and Exempt Assignment Board System.

VI. SENIOR IT APPLICATIONS DEVELOPER (.NET)

Design, develop, and deliver applications based on previously approved system specifications which include architecture design, prototyping of concepts to proof of concept, development of coding standards, design and development of source code, test plans, and documentation. The candidates will provide maintenance and operations support of existing systems and infrastructure as well as develop new technologies. Strong communication and writing skills and ability to communicate directly with peers, managers, and clients while leading development to a completed and successful solution. Figure out the main concept and solve complex problems with optimize solution. Work according to specification of the project. Implement application with proper documentation which involves complete testing and verification of code. Ability to work in a varied, fast paced environment and flexibility and

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tolerance is a necessity. Have a strong desire to learn and keep technical skills current as new technologies emerge.

Preferred knowledge and experience regarding the use of, but not limited to OSI, 4GL, Microsoft IDE, and design tools such as Visual Studio 2005/ 2008/2010, graphical user interfaces (GUIs), UML, shared LAN-based files, printers, relational databases such as ORACLE 10G/11G, SQL Server 2005/2008/2008 R2S along with Windows Forms applications, web sites, web applications, web services and commonly used languages and tools such as ASP.NET, ADO.NET, VB.NET, C++, C#.NET, Java Scripts, JQuery, VB Scripts, LINQ, Entity, HTML, and MS Office Suite 2003/2010 applications. These candidates understand the benefits of Search Engine Optimization (SEO) and the development skills to support SEO are a plus.

Preferred Skill:
Sr. IT Applications Developer candidate will build prototype solutions to web-based problems and then re-factor in changes accomplishing customer as well as SSA network security requirements. Develop, architect, secure and maintain the online applications, once rolled out to production level status. Review, recommend, and implement secure content delivery architecture on network systems for data streaming systems. Administrate data storage and delivery requirements by taking web-based solutions from prototype to production application. The candidate will be responsible for building and maintaining internal and external facing web applications and will work with other project team members and business resources to build highly-performing enterprise and secured systems. Review security requirements and design application workflow analysis through application programming database enhancement, and web services infrastructure. Bachelor of Science in Computer Science, computer-related discipline, or extensive 5+ years of web applications development job experience preferred.

Programming Language:
Preferred ability to develop/maintain complex applications using Oracle 10G, 11G/SQL Server 2005/2008/2008 R2/2012, Visual Studio 2005, 2008, 2010, and 2012; build robust Web based applications using ASP.NET/VB.NET / C#.NET/ Java Scripts/JQuery/VB Scripts. Candidates preferred with a working knowledge of relational databases including use and development of stored procedures, indexes, triggers, views, table design using PL/SQL or T-SQL. Knowledge of Crystal Reports, MS Reporting Services, HTML, XML, Cascading Style Sheets, SharePoint, and Visual Source Safe are also strongly desired.

General Experience:
The Sr. IT Applications Developer is expected to be able to perform all aspects of the development tasks, including front-end and efficient and logical databases for clients. SSA prefers the qualified candidates to have deep expertise in web applications development and designs and codes superior technical solutions. Extensive experience and knowledge in project management, application development lifecycle and application design principles using flowcharting, data flow, relational database design, entity relationship diagramming, Object-Oriented Design and Programming, report layout, graphical user interfaces, users acceptance testing, implementation, and technical documentation of all phases. The candidates will provide maintenance and operations support of existing systems and must have hands on experience in fast paced production or operational system arena and ability to work with minimal direction. Strong communication and writing skills and ability to communicate directly with peers, managers, and clients while leading development to a completed and successful solution. Prefer candidates possess strong analytical and problem solving skills, capability to work with a diverse user groups and experience leading and mentoring other team members. The candidates will have strong organization skills to manage multiple projects and complete tasks quickly within the constraints of specified timelines and budgets. Bachelor of Science in Computer Science, computer-related discipline, or extensive industry job experience preferred.

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Specific Project Skills Preferred:
- Preferred candidate with knowledge and experience developing and supporting Social Services Agency's Barcode Generator System, Partner's Data Interchange System, IEVS Specialized Unit Task Management System, and e-Personnel/Attendance System.
- Preferred candidate with knowledge and experience developing and supporting Social Services Agency's Case Accuracy Review System, Change Control Management System, Child Abuse Registry Statistics Application, Differential Response Tracking System, Mandated Reporter Application, Online Manual System, Orangewood Children's Information System, GRWP (General Relief Work Program) Client Data System, Independent Living Program Secure Communication, Personnel Tracking System, and Program Integrity Case Statistics System.
- Preferred candidate with knowledge and experience developing and supporting Social Services Agency's Overpayment Review Case Statistic System, Human Resources Management System, Secure Communication Management System, Adoptions Services Registry System, Adoptions Matching System, Reports to Social Workers System, Child Abuse Services Team System, Foster Care Training System, and Foster Care Conference System.
- Preferred candidate with knowledge and experience using California Work Opportunity and Responsibility to Kids Information Network (CalWIN) and Child Welfare Services/Case Management System (CWS/CMS) state mandated systems data for custom applications systems interfaces.
- Preferred candidate with knowledge and experience developing and supporting Social Services Agency's Report Portal, Service Center's Task Management System, Folder Tracking System, Clerical's Task Tracking System, Cash Assistance Program for Immigrants System, MEDS (Medi-Cal Eligibility Data System) Viewer System, CDS (Case Data System) History, Workload Management System, and CalWIN Assistant Pack Tool.
- Preferred candidate with knowledge and experience developing and supporting Social Services Agency's Internet, Intranets, Drupal Content Management System, and Contractor Training Tracking.

VII. IT APPLICATIONS DEVELOPER II (CLIENT SERVER/REPORT DEVELOPER)

Analytical skills to perform difficult programming work including the creation of programming specifications based on previously approved system specifications as well as detailed logic design, coding, testing, and documentation. Verbal and written skills must be clear and concise to facilitate customer communication.

Preferred knowledge and experience regarding the use of, but not limited to 4GL, Microsoft IDE, and design tools such as Visual Studio 2005/ 2008/2010/2012, graphical user interfaces (GUIs), UML, shared LAN-based files, printers, relational databases such as ORACLE 10G/11G, SQL Server 2005/2008/2008R2/2012 along with Windows Forms applications, web sites, web applications, web services and commonly used languages and tools such as ASP.NET, VB.NET, C++, C#.NET, Java Scripts, VB Scripts, HTML, PHP, SharePoint, and MS Access. Knowledge of Visio, Crystal Report XI, and spreadsheet/work processing macros are also preferred.

Preferred Skills:
- Preferred candidate would have 5+ years of on the job experience with Oracle Discoverer, Business Objects, and Crystal Reports XI reporting tools.
- Preferred candidate would have experience in developing customizes and complex reports and/or client server applications based on specified requirements.

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- Preferred candidate would have experience in developing customized and complex reports and queries using California Work Opportunity and Responsibility to Kids Information Network (CalWIN) and Child Welfare Services/Case Management System (CWS/CMS) systems data.
- Preferred candidate would have experience in comprehensive analysis of Social Services Agency's business rules and technical documentation related to CalWIN and CWS/CMS systems data structures. This includes educating users the business logics aspects of CWS/CMS and CalWIN functionalities, extracts, universes, and subject areas.
- Preferred candidate would have experience in supporting existing Oracle Discoverer and Business Object queries and reports and providing technical support to Oracle Discoverer and Business Objects users.
- Preferred candidate would have experience in providing training to Oracle Discoverer and Business Objects users as needed.
- Preferred candidate would have experience in creating conditions, lists of values, and alternative sorts in Oracle Discoverer and Business Objects environments.
- Preferred candidate would have experience in customizing properties, creating calculated items, & registering PL/SQL function.
- Preferred candidate would have experience in creating analytical, aggregate items, drills, and managing complex and custom/summary folders & reports.
- Preferred candidate would have experience in creating, managing, and administering end user layers, business areas, universes, tasks automation, and batch scheduling.
- Must speak, read, and write English proficiently

Specific Project Skills Preferred:
- Preferred candidate would have 5+ years of on the job experience with Oracle Discoverer and Business Objects.
- Preferred candidate would have 5+ years of on the job experience with CWS/CMS database and X-Tools.
- Preferred candidate would have 5+ years of on the job experience with CalWIN database and CalWIN Assistance Pack Tool.
- Preferred candidate would have 5+ years of on the job experience with Structure Query Language (SQL).
- Preferred candidate would have 5+ years of on the job experience with Structured Decision Making.

VIII.   IT DATABASE ADMINISTRATOR II

General
Conduct general database management using understanding of business rules and troubleshoot servers. Perform daily system and MS SQL and PL/SQL error log checks and analyze job failures collected from monitor program. Provide analysis results to developers to address job issues to ensure that system/application is operating properly. Maintain availability and disaster recovery by coordinating with other IT group for Oracle and SQL Server databases backups. Perform daily checks and validations on the backup status for all major database servers. Perform MS SQL/PL SQL codes review and walkthroughs with developers to correct poorly written performance scripts. Plan and launch database move-ins into a production database environment. Review overall database performance after database scripts/objects are launched into production to avoid negative impact on applications and business users. Responsible for performance optimization and data replication services by performing tasks for the partitioning table and tuning index/data achievement for optimizing MS SQL and/or PL/SQL performances. Create, maintain and perform troubleshooting for SQL replication and ensure data is correctly replicated among database servers. Research latest database-related technological solutions

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to improve current database service availabilities through the design, testing and deployment of new solutions that co-exist with the existing environment. Work with Information Security Department to secure database environment. Database Administrator is responsible for the maintenance of existing applications and/or databases and for providing services to support project development. These services include but are not limited to consultation, analysis, physical/logical data model design, MS SQL, Oracle PL/SQL, database/application performance tuning, quality assurance, planning and methodology, training, and using application developer programming tool set.

Preferred Skills:
Preferred candidates will have 5+ years IT operation with strong understanding of Microsoft SQL Server, Oracle, and MySQL databases structures, theories, principles, and practices. Understanding of, and experience with, server-client computing and relational database environments. Knowledge and experience with data management, data processing flowcharting techniques, reporting and query tools and practices. Good understanding of the Social Services Agency's organizations goals and objectives. Good interpersonal, written, oral communication, technical documentation skills. Self-motivated and directed, with keen attention to detail. Experience working in a team-oriented, collaborative environment and able to prioritize and execute tasks in a high-pressure environment.

Create new databases and maintaining existing databases based on required specifications. Plan databases growth and changes (i.e. database server disk space capacity planning). Create, implement, and maintain unit tests of database programs (i.e. SQL scripts, etc). Share knowledge by effectively documenting work. Respond quickly and effectively to production & development issues and taking responsibility for seeing those issues through resolution. Resolve database performance issues, database capacity issues, replication, and other distributed data issues. Design and implement data models and database designs into databases. Manage security of database structures and corporate data held within databases. Develop database store procedures, triggers and SQL scripts for development teams. Maintain database changes from Development, Training, and Staging/QA to Production. Assist in the definition and implementation of database standards. Monitor databases for errors and perform problem determination when necessary. Design and implement highly available production systems. Establish, develop, and maintain backup and recovery policies and procedures. Interface with vendors for technical support. The candidate is responsible in data cleansing, loading, and reorganizing. Establish users database access profiles and connectivity. Develop, implement, and test automation scripts for database backup, recovery, and data download processes. Deliver quality project support and consulting services to development teams. Create primary database storage structures and primary objects. Provide and manage user access to the database. Perform database tuning and monitoring. The candidate will maintain and ensure compliance with all County database standards. Communicate and coordinate between development teams on project implementations affecting major shared data objects. Modify databases structures and work/share knowledge with other database administrators to bridge logical and physical data design differences. Maintain high customer satisfaction on databases performances. Assist application developer in tuning web applications.

Oracle Database Administrators preferred skills:
Strong working knowledge of Oracle 10G/11G and experienced in:
• Planning, creating, and maintaining California Work Opportunity and Responsibility to Kids Information Network (CalWIN) and Child Welfare Services/Case Management System (CWS/CMS) databases using Microsoft operating system environment and Oracle 10G/11G for Data Mart, Data Warehouse, and Operational Data Store utilization
• Planning, creating, and maintaining Service Center and custom applications Data Mart, Data Warehouse, and Operational Data Store databases using Microsoft operating system environment and Oracle 10G/11G.
• Implementing CalWIN, CWS/CMS, and Service Center new versions/releases into Data Mart, Warehouse, and Operational Data Store databases

ATTACHMENT A

CLASSIFICATIONS AND DESCRIPTIONS

- Installing, configuring, and upgrading of Oracle servers software and related products.
- Evaluating Oracle features and related products.
- Assisting in setting and exercising standards and procedures for the effective utilization of the agency's Oracle databases.
- Installing and upgrading Oracle software and other related tools (i.e. Oracle Discoverer).

SQL Server and MySQL Database Administrators preferred skills:
Strong working knowledge of SQL Server 2005/2008/2008R2/2012, MySQL, and experienced in:
- Planning, creating, and maintaining Social Services Agency's intranet/universe/extranet SQL Server databases
- Planning, creating, and maintaining Social Services Agency's Content Management System (Drupal) MySQL databases
- Planning, creating and maintaining databases on VM and Physical servers environment
- Installing, configuring, and upgrading of MySQL/SQL Server software and related products.
- Evaluating MySQL/SQL Server features and related products.
- Assisting in setting and exercising standards and procedures for the effective utilization of the agency's MySQL/SQL Server databases.

Specific Project Skills Preferred:

Oracle Database Administrators - preferred experience for two candidates: Knowledge of CalWIN County Information Server (CIS) and Management Reporting (MR) Systems, CWS/CMS System, and Social Services Agency's Data Mart, Warehouse, and Operational Data Store's databases structures design; Knowledge of Oracle Discoverer and Business Objects administration; Experience in using Crystal Reports XI for reporting development, TOAD and CWS/CMS X-Tool. Knowledge of SQL Server 2005/2008/2008R2/2012 is a plus to backup SQL Server database administrators that support Social Services Agency's Intranet, Universe, and Extranet custom applications databases. Preferred candidate would have experience in comprehensive analysis of Social Services Agency's business rules and technical documentation related to CalWIN and CWS/CMS systems data structures. Preferred candidate with knowledge and experience using California Work Opportunity and Responsibility to Kids Information Network (CalWIN) and Child Welfare Services/Case Management System (CWS/CMS) state mandated systems data for custom applications systems interfaces and reports extracts development.

SQL Server/MySQL Database Administrators - preferred experience:
- Databases administration of Social Services Agency's (SSA)Service Center's Task Management System, SSA Report Portal, Barcode Generator System, Folder Tracking System, Cash Assistance Program for Immigrants System (CAPI), MEDS Viewer System, SMART Inquiry, CDS History System, Partners Data Interchange System (PDIS), Clerical's Task Tracking System, CalWIN Assistant Pack Tool, IEVS Specialized Unit Task Management System, e-Personnel/Attendance System, Contractor training Tracking, and Workload Management System.
- Preferred candidate with knowledge and experience using California Work Opportunity and Responsibility to Kids Information Network (CalWIN) and Child Welfare Services/Case Management System (CWS/CMS) state mandated systems data for custom applications systems interfaces and report extracts development.
- Preferred candidate with knowledge and experience in developing and supporting Social Services Agency Drupal's MySQL databases.
- Databases Administration of Assessment Intervention Management System, Contracted Services System, Family Self Sufficiency Program Staffing & Statistics System, Integrated Continuing Services Statistics System, In-Home Support Services System, Phonebook System,

ATTACHMENT A

CLASSIFICATIONS AND DESCRIPTIONS

and Supplemental Security Income Advocacy System, MediCal Assignment Board System, Multi-Agency Intervention Data System, Santa System, Adult Services & Assistance Program Staffing & Statistics System, Foster Youth Information System, Human Resources Activity Log System, Human Resources Mail Log System, Medi-Cal Referral Database System, Foster Care Stats System, CRO (Central Regional Office) Continuing Assignment Board System, Independent Living Program System, Initial Services Assignment Board System, and Exempt Assignment Board System.

- Database administration of Social Services Agency's Case Accuracy Review System, Change Control Management System, Child Abuse Registry Statistics Application, Differential Response Tracking System, Mandated Reporter Application, Online Manual System, Orangewood Children's Information System, GRWP (General Relief Work Program) Client Data System, Independent Living Program Secure Communication, Personnel Tracking System, Program Integrity Case Statistics System, Overpayment Review Case Statistic System, Human Resources Management System, Secure Communication Management System, Adoptions Services Registry System, Adoptions Matching System, Reports to Social Workers System, Child Abuse Services Team System, Foster Care Training System, and Foster Care Conference System.
- Experience in using Spotlight.

ATTACHMENT B

CLASSIFICATION RATE SCHEDULE

No. of Staff	Fixed Hourly Rate	Est. Hours Required	Overtime Hourly Rate	Est. Overtime Hours
I. IT Information Technologist I				
1	$43.00	1984	$64.50	80
II. IT Information Technologist II (Vendor Liaison)				
1	$45.00	1984	$67.50	80
III. Senior IT Systems Engineers				
2	$70.00	3968	$82.00	160
IV. IT Systems Engineer II (CalWIN)				
1	$55.00	1984	$82.50	80
V. IT Applications Developer II (.NET)				
2	$75.00	3968	$75.00	160
VI. Senior IT Applications Developer (.NET)				
4	$85.00	7936	$85.00	320
VII. IT Applications Developer II (Client Server/Report Developer)				
1	$75.00	1984	$75.00	80
VIII. IT Database Administrator II				
4	$90.00	7936	$90.00	320