STATE OF CALIFORNIA
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING
DUTY STATEMENT

Employee Name	Classification Name	Position Number
	Information Technology Specialist II	

Division/Unit	Date	Prior Incumbent	Prior Pos. # (if applicable)
ITSD			

SUMMARY OF RESPONSIBILITIES

Under the general direction of DFEH's Operations Manager and Chief Information Officer (CIO), the Information Technology Specialist II functions as a Technical Architect responsible for business analysis and system architecture activities related to the Department of Fair Employment and Housing's (DFEH) case management system and will serve as Project Manager for IT-related projects/tasks. The incumbent is mainly responsible for designing, configuring, modifying and upgrading DFEH's case management system. Duties include, but are not limited to the following:

Essential Functions:

35%   Analyze, design, code, configure and implement Salesforce applications and third-party applications that integrate with Force.com. Act as technical advisor to other information technology personnel in solving system problems and achieving the best use of Salesforce functionality and software resources. Prepare system documentation and reports. Provide maintenance support of Salesforce applications and resolve reported defects and change requests. Work with the requestor to ensure proper handling of requests and prompt customer service. Test changes in a sandbox before deploying changes to production. Manage and test Salesforce upgrades and maintain data backups

25%   Work with ITSD and Business on ITSD related projects, exercises the highest degree of initiative, independence of action and originality, and must demonstrate tact and good judgment. Adapt easily to changing priorities, and effectively communicate to project team members. Perform feasibility studies and research analysis related to technology projects; provide information technology consultation in support of business programs; monitor project milestones and deliverables; coordinate and consult with users, administrators, and engineers to identify business and technical requirements; develop and sustain cooperative working relationships with project stakeholders; participate in the design of new system architecture, standards, and methods to support organizational needs; conduct research and perform analysis to recommend system upgrades, cost-effective solutions, and process improvements; and act in a lead role over lower-level staff.

20%   Assist in providing training to technical staff and other users on SalesForce and all related applications. Provide input in the preparation of user guides and technical documentation on departmental applications. Perform other duties as assigned.

15%   Participate in self-study to continually improve Salesforce development and administration knowledge, skills, and abilities. Research new functionality and apply knowledge in the support and administration of the applications

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Marginal Functions:
5%   Assist in providing training to technical staff and other users on all departmental information technology applications. Provide input in the preparation of user guides and technical documentation on departmental applications. Perform other duties as assigned.

Desirable Qualifications:
- Experience in leading and managing concurrent complex development projects.
- Experience in communicating effectively verbally and in writing.
- Experience in managing and negotiating multiple and/or changing priorities in a heavy workload situation.
- Experience or knowledge in identifying skill sets and resources that are needed to complete a task.
- Demonstrated experience in leadership, diplomacy, and courtesy.
- Experience in establishing and maintaining the confidence and cooperation of others contacted during the course of work.
- Experience analyzing data, draw sound conclusions and present ideas and information effectively both orally and in writing.
- Experience with Salesforce and Salesforce related applications.

Knowledge and Abilities:

Knowledge of: Information technology systems (software) programming, equipment, and its capabilities and interfaces between hardware and software; and the requirements for the installation and implementation of the most complex information technology software systems.

Ability to: Write complex programs; develop detailed program specifications; analyze data and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions; apply creative thinking in the design and development of methods of processing information with information technology systems; establish and maintain cooperative relationships with those contacted in the course of the work; work under pressure; communicate effectively; prepare effective reports; coordinate the activities of technical personnel.

Supervision Received:
The ITS II receives general supervision from DFEH's Operations Manager and CIO.

Supervision Exercised:
Act as a lead Technical Advisor over the Department of Fair Employment and Housing's (DFEH) case management system.

Administrative Responsibility
The ITS II position requires excellent writing and analytical skills; the ability to work independently and to speak and write clearly, concisely, and accurately; to reason logically and creatively in resolving problems; skill in dealing effectively with others; willingness and ability to accept responsibility and meet deadlines; and ability to manage multiple projects with different time frames. Adhere to the laws, rules, policies, and procedures as outlined in the Department's Directives, State Administrative Manual, Statewide Information Management Manual, California Multiple Awards Schedules, Supervisor's Manual, Clerical Manual, Case Analysis Manual, and any directions given by all appropriate managers.

Personal Contacts
The ITS II may have daily contact with departmental management and staff, and periodically has contacts with control agency representatives, data center representatives, other state agencies, and private industry.

Actions and Consequences
The ITS II is in a sensitive position involving critical departmental data assets, and the security of said assets. Failure to use good judgment in design and implementation or to ensure the timely processing of requests could result in data asset compromise. Failure to use good judgment in handling sensitive and confidential information could result in sensitive information being released to unauthorized persons and/or incorrect information used to make management decisions.

Job Requirements
Activities required to perform the essential functions of this position include the ability to communicate effectively, produce written correspondence, and comprehend written instructions, correspondence and manuals, and reason logically.

I have read and understand the duties assigned as described above.

_____ _____
Signature of Incumbent   Date

_____ _____
Supervisor's Signature   Date