

State of California  
GOVERNOR'S OFFICE OF EMERGENCY SERVICES

**POSITION DUTY STATEMENT**

BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE	CLASS TITLE: Information Technology Specialist II	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Information Technology Application Development Branch	POSITION NUMBER: 163-773-1414-001	CBID: R01
TENURE: Permanent	TIME BASE: Full-Time	WORK WEEK GROUP: E
APPT. EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input checked="" type="checkbox"/> 12 Mos. <input type="checkbox"/> N/A
IMMEDIATE SUPERVISOR: Lisa Fossi	CONFLICT OF INTEREST CATEGORY: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DMV PULL PROGRAM: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>1. SUPERVISION RECEIVED: The Information Technology (IT) Specialist II is under the general direction of the Application Development Manager, IT Manager I.</p>		
<p>2. SUPERVISION EXERCISED: N/A</p>		
<p>3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES): Physical tasks include sitting for extended periods at a computer workstation in an office setting with artificial light and temperature control. The incumbent will work a minimum of 40 hours per week, with the possibility of overtime in the event of an emergency. Ability to use a personal computer and telephone is essential; as the majority of the work is performed in utilizing these tools. Travel in automobile, commercial aircraft and public transportation. Must be able to lift computer equipment and related items that weight up to 50 pounds.</p>		
<p>4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES): Direct contact with department managers and supervisors, employees of Cal OES, other state agencies, and the federal government to provide technical information to solve information technology problems, discuss operational or business needs and systems requirements. This position may act as a liaison with outside contractors and vendors who are providing goods or services to Cal OES. Direct contact with Department of Technology to report on regular status and IT reporting requirements.</p>		
<p>5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED): Cal OES is responsible for disaster response, planning, preparedness and training. This position holds a high-level responsibility for the security and integrity of publically displayed information. Failure to effectively perform the duties of the position could result in loss of critical information for the mission and the organization.</p>		
<p>6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%: When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:</p> <p>May be required to work in the State Operations Center (SOC), Region Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region). May be required to participate in emergency drills, training and exercises.</p> <p>Staff need to work effectively under stressful conditions; work effectively &amp; cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.</p>		

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

While fulfilling an operational assignment it is important to understand that you are filling a specific “position” and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Cal OES Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

JOB DESCRIPTION/GENERAL STATEMENT:

Under the general direction of the Information Technology Manager I in the Application Development Branch, the IT Specialist II serves as a technical expert responsible for development and ongoing support of Cal OES applications. The incumbent serves as a highly-skilled technical specialist for the most complex applications, Salesforce platform, and other cloud technologies such as SharePoint, Mulesoft, MS Azure, Power BI, and Tableau. The incumbent possesses expert skills in designing, coding, testing and maintaining custom, interactive, secure, data-driven enterprise applications; encompassing all phases of the System Development Life Cycle. Works with departmental management to design and develop Salesforce applications that support and enhance Cal OES programs. The incumbent performs special IT projects as required.

Percent of Time	ESSENTIAL FUNCTIONS
40%	<b>(E)</b> Design and create current and future development of Salesforce automated solutions utilizing cloud technologies. Gather business requirements, define solution architecture, create technical specifications, design, develop and implement solutions on Salesforce, MuleSoft, and Microsoft Azure platforms. Ensure adherence to quality control, IT security standards, and accessibility guidelines, including tracking, testing, and overseeing remediation efforts. Perform end-to-end Software/Systems Development Lifecycle, including structured code management, environment management, and continuous integration.
20%	<b>(E)</b> Meet with Cal OES staff and management to develop strategies and analyze Salesforce project requests. Designs solutions that are enterprise scalable and maintainable. Apply security, accessibility, and usability guidelines. Participate in discussions about current and potential Salesforce projects, provide analysis, and participate in making recommendations.
20%	<b>(E)</b> Provide mentoring to other team members to support their understanding of the architecture and aid in their technical development. Ability to work with other software engineers and Chief Information Officer to shape the architectural vision and roadmap for the organization.
10%	<b>(E)</b> Conduct research and analysis and make recommendations about Salesforce enhancements, including automation and tools in support of operational improvements. Coordinate with the Application Development Unit on cross-platform projects to expand IT business operations and processes. Provides input into long-range product requirements, best practices, and operational guidelines, with focus on continuous improvement of platform reliability and serviceability.
5%	<b>(E)</b> Maintain written Salesforce procedures and protocols. Participate in creating status reports as requested by staff about project status and schedules. Participate in state digital and accessibility workgroups and stay updated on state initiatives and efforts by other agencies. Participate in ITB management activities including annual budget preparation, work plan development, strategic planning, responding to special report requests, and other administrative efforts.
Percent of Time	MARGINAL FUNCTIONS
5%	<b>(M)</b> Other related duties as assigned. Will participate in training exercises and emergency response activities of State, regional and local Emergency Operations Centers; and performing other duties that are necessary and essential to support Cal OES IT programs. Travel throughout the State could be required during disaster events in California.

**PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS**

<b>Activity</b>	<b>Not Required</b>	<b>Less than 25%</b>	<b>25% to 49%</b>	<b>50% to 74%</b>	<b>75% or More</b>
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
STANDING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS**

<b>Activity</b>	<b>Not Required</b>	<b>Less than 25%</b>	<b>25% to 49%</b>	<b>50% to 74%</b>	<b>75% or More</b>
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINGERING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING OUTDOORS:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE: Enclosed office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

## SIGNATURES

### Certification of Applicant/Employee

*Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.*

*I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.*

*I have read and discussed these duties with my supervisor:*

\_\_\_\_\_  
*Employee's Signature*

\_\_\_\_\_  
*Date*

*I certify that the above accurately represents the duties of the position:*

\_\_\_\_\_  
*Supervisor's Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Civil Service Title*