

DUTY STATEMENT

Employee Name:

Classification: Information Technology Specialist I (Software Engineering)	Position Number: 580-151-1402-078
Working Title: Software Engineer Developer	Work Location: 1616 Capitol Ave. Sacramento, CA 95814
Collective Bargaining Unit: R01	Tenure/Time Base: Permanent/ Full Time
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Application Development and Support Branch/Pega Development and Support Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating innovative solutions, strengthening partnerships and collaborations, and embracing technology. ITSD leverages data and technology to advance goals and inform action and accountability.

Under direction of the Information Technology Supervisor II of the Pega Development and Support Unit, the Information Technology Specialist I (ITS I) will perform duties in the Software Engineering Domain. with tasks requiring regular innovative problem-solving within broadly stated and non-specific guidelines. The ITS I will operate independently as a recognized expert technical specialist for the development and maintenance of software systems and/or software applications. The ITS I will lead and/or direct projects involving application and database development, technical system configuration, performance tuning, and problem resolution.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: Minimal travel to field offices when required
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

40% Administration, Support, and Maintenance. Provide provision developing and supporting software applications on the Microsoft Dynamics 365 and other software development frameworks. Analyze and support of software development to be used for troubleshooting, follow up with management, providing reports, conferring with teammates, and offering recommendations to technical solutions. Serve as a subject matter expert and provides application database and system administration support including application migration and upgrading database design, creation and implementation, installation/configuration of database servers and database software, resolution of complex technical problems resulting from database system installation and operation, database security monitoring and maintenance, routine maintenance and support actions, database performance monitoring, database replication, database backup and recovery, and database problems troubleshooting and resolution. Develop, evaluate, and maintain standards and procedures related to database design, configuration management, quality assurance, database change control process, database integrity and security, database backup recovery and maintenance activities, implementation plan, installation of new enhancements and releases of software. Define, document, and perform routine database maintenance and administrative functions including, but not limited to, software configuration and installation/upgrade, index maintenance, database tuning and optimizing, database capacity and scalability planning. Conduct routine maintenance including, but not limited to, server performance monitoring and fine-tuning, security patches, hot fix, backup and disaster recovery test, and ensure regular maintenance in keeping optimum functionality of peripheral devices.

35% Application Lead Systems Administrator Lead and facilitate the overall development, maintenance and implementation of CDPH applications and systems. Serve as a subject matter expert and lead on the application, system administration, security, best practice recommendations, and approval to new application development at all stages and environments (i.e. development, testing, training, production). Technical expert and primary point-of-contact for complex application related issues. Provide technical consultation with end user, staff, and management as necessary. Provide recommendations regarding application or system issues in support of CDPH strategic planning and goals. Perform complex system analysis and design for new development and/or modifications to applications and/or systems in compliance with departmental policies, guidelines, and standards. Gather and develop business requirements, system and program specifications, used cases, test cases, and test reports.

Write programming code for systems and/or modules using various programming languages including, but not limited to, MS Visual Studio.NET, C#.NET, Visual Basic.NET, J2EE, Java Script, XML, HTML, PL/SQL, Stored Procedures, and Functions; various API including but

not limited to Ascent Capture, Kofax SDK Tool, ieStream, and LeadTool; and various databases including but not limited to MS Access, MS SQL, Oracle, and MySQL on a Windows and Web platform. Conduct logic and programming code walkthrough with peers, team lead, and management. Conduct unit, integration, system, and stress test. Develop and revise various documentation including but not limited to migration plan, action tasks checklist, installation and configuration procedures, disaster recovery manual, software evaluation reports, data and images quality history log, and upgrade proposal presentation.

- 10% Technology Research and Planning.** Research complex programming problems, identify problems, develops solutions, and present recommendations to management and customers. Meet with customers to identify business needs, resources, and develop schedules to implement solutions. Lead efforts to procure IT applications products and services. Develop vendor requirements and evaluate vendor proposals. Coordinate and communicate with IT staff via meetings and other communications, including with vendors and external entities, to evaluate products and services offered to ensure conformity with departmental methods, standards, and best practices.
- 10% Project Management.** Develop and update high level work plans for project/effort execution; contact users to discuss business/system requirements; and identify resources, schedules, and priorities. Identify, assess, mitigate or escalate project/effort risk when necessary. Provide technical presentations to a variety of audiences; regularly provide status reports to management and participate in meetings as necessary. Communicate effectively, both orally and in writing, with peers, clients, and customers.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as assigned.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.		I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)	
Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date
HRB Use Only:			
Approved By: <i>Byron Bennett</i>	Date 02/03/21		