

**STATE OF CALIFORNIA
DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT
DUTY STATEMENT**

EMPLOYEE NAME	CLASSIFICATION	POSITION NUMBER
	Information Technology Specialist I	016-190-1402-XXX
DIVISION	UNIT	EFFECTIVE DATE
Information Technology Services	Application Support - eCORE Development	

SUMMARY OF RESPONSIBILITIES

Under the general direction of the Chief Information Officer (CIO), an Information Technology Manager II), and the day-to-day leadership of the Senior Solution Architect, the incumbent functions as a technical expert and application developer to analyze, architect, design, develop, implement, document, test, deploy, debug, and support applications maintained by the Administrative Information Technology Services Division.

The ITS I developer works independently, to provide enterprise-wide application development support for system reports, interfaces, enhancements, security configuration, and delivery leveraging Microsoft .NET technology, and low/no code configuration such as Salesforce. The ITS I is also responsible for troubleshooting production application issues, performing root cause analysis, and implementing solutions to fix application bugs and defects. The incumbent documents application system changes, fixes, processes, and functionality for the system and works cooperatively with others. The ITS I provides continued operational support and ensures functionality meets business objectives and adopts the latest technology trends and best practices.

In the next year or so, CSD will migrate some of the legacy functionality into an instance of the Salesforce software as a service (SaaS) environment as part of the department's information technology modernization initiative. This migration effort is the beginning of a series of projects CSD is planning to migrate all legacy systems to the new system architecture. The incumbent should have extensive Microsoft IIS, Web Services, and experience in .Net full stack experience to perform daily tasks of implementing new program requirements and to assist in the preparation of legacy systems for the modernization efforts. Currently, CSD technical developers support the following applications and Technology Infrastructure:

<ul style="list-style-type: none">• eCORE (Legacy .Net application)• PARC and EARS (Legacy Delphi and Java applications)• SAP Sybase (Legacy Database)• Azure Data Lake Storage (Data Store)• Snowflake (Data Warehouse and Data Lake)	<ul style="list-style-type: none">• CORE (Legacy CRM application)• HPO (Legacy .Net application)• MuleSoft (API Management)• Okta (Identity Management)• SharePoint (Workflow and Document Management)
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<ul style="list-style-type: none">• Salesforce (Target Application Development)	<ul style="list-style-type: none">• Azure DevOps (Code and Change Tracking)• GitHub (Repository)
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The duties for this position are focused on the Software Engineering domain, however, work may be assigned in the other domains as needed.

Description of Essential Functions:

- 40% Writes web services components, complex SQL stores procedures and triggers, and leverages third-party software components/libraries. Checkouts/check-ins custom code and maintains application versioning via the adopted departmental version control software product. Serve as the lead developer in managing development activities for the eCore system and Web Services requiring the incumbent to review and analyze use cases prepared by the Information Technology Business Analyst; provide feedback to the appropriate business analyst to obtain updates to use case for each system; develop functional system requirements; develop detailed design specifications for the new systems. Create test plans including scenarios and expected results. As the lead.NET application developer for the new systems, the incumbent will create and prepare work plans, risk management and communication plans, change control, and implementation plans, and evaluate software development products to stay current with best practices in application development. Create and maintain the development environment, i.e., software tools, software versions, third-party software libraries, etc. Apply required techniques to compile and debug software and/or application components to meet functional requirements and detailed design specifications and apply structured unit testing practices and/or use software to script out custom objects. The developer will also provide advanced technical expertise in the development and maintenance of complex enterprise-wide applications that span multiple platforms and tools. Participate in planning, analysis, design, development, and testing of technology solutions as a Subject Matter Expert. Update and maintain secure storage and transmission methods for collecting information and data encryption. Collaborate with stakeholders and other departments or vendor staff to develop common documentation formats, test templates, and processes. Build, test, implement, and support Legacy application enhancements. Review and document system changes. Conduct knowledge transfer sessions and code walk-throughs.
- 40% The eCore developer serves as a contributing member of a cross-functional, agile delivery team and is responsible to assist in the management of assigned projects assuring target dates are achieved and quality is maintained. Work with business users, Front-End Vendors (FEV), and Enterprise Project Manage Office (EPMO) to gather requirements and understand business processes to design, develop, and maintain customizations to the .Net application according to business needs. The

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developer will configure the web services to meet business requirements, write code to extend the functionality of the database, write unit tests and integration tests for customizations and deploy customizations to test and production environments. Perform data migrations from legacy systems to the .Net server and troubleshoot issues with customizations. Advocate the use of Microsoft tools to improve straight-through processes, controls, and reporting. Develop CRM forms, workflows, views, dashboards, business processes, reports, plugins, and reports to satisfy business needs and participate in application upgrades and execute post-install activities such as smoke testing. Assist in coding product features and validating end-to-end execution and performance of business processes. Develop and deliver reports, briefs, presentations, and project schedules to key project stakeholders, carry out the solution design of the system, and work closely with technical and business managers and business partners in managing day-to-day issues, identifying process improvement opportunities, and designing solutions to satisfy business needs. Generate time and cost estimates for application changes. Participate in information-gathering sessions for prospective changes. Conduct integrated manual and automated application code security testing, vulnerability scanning, and penetration testing. Implement testing automation and system enhancements. Create detailed task plans, risk assessments, and status reports. Maintain independent environments for development, testing, staging, and production. Monitor and provide operational support of the solution; detect, diagnose, troubleshoot, debug, and resolve operational issues; communicate and escalate issues with respective third-party platforms and service providers to ensure timely resolution of issues impacting the Department's delivery business services.

- 15% Meet with the Enterprise Project Management Office (EPMO) and the DevOps technical staff to discuss current issues and concerns, ideas, and options for the future direction of development, and projects for development. Utilize enterprise methodology to both submit and fulfill service requests. Produce administrative reports on a regular or ad-hoc basis. Lead efforts to transition Legacy systems to a Salesforce solution for effective maintenance, enhancement, and support. Research and document purchase justification to support new purchases of hardware and software products about a technical solution.
- 5% Meet with the Enterprise Project Management Office (EPMO) and attend professional conferences and training classes, as appropriate, to maintain and enhance the current level of service to ITS customers. Perform other duties as required.

Supervision Received: Receives general direction from the Chief Information Officer (CIO), an Information Technology Manager II), and the day-to-day supervision of the Senior Solution Architect.

Supervision Exercised: None.

Personal Contacts: The Information Technology Services Unit Staff will have contact with departmental management and staff, control agency representatives, other state agency personnel, local service providers and vendors, and utility companies.

Actions and Consequences: Failure to adequately debug application production issues, ensure applications are behaving as efficiently as possible, or deliver development results promptly could lead to substantial interference with business functions, negative cost impacts, and/or loss of confidence in CSD IT capabilities.

Performance Expectations:

- Ability to work with a high-paced, diverse, and globally teaming collaborative
- Ability to effectively communicate
- Demonstrated self-motivation and ability to work with little supervision, and consistently takes the initiative to get things done
- Ability to consistently make timely decisions even in the face of complexity, balancing systematic analysis with decisiveness
- Ability to quickly analyze, incorporate and apply new information and concepts
- Addresses all assignments provided by the CIO and/or IT DevOps Lead lead's review and provides priority within the existing workload
- Updates the ITS weekly workload report located within the ITS SharePoint Intranet site
- Ensures that all assigned workload is accurate, documented, and completed within identified timelines
- Cross-trains technical staff (primaries/backups) on existing system processes, develops documentation of processes and procedures for assigned workload
- Works within the team environment and interact with team members to ensure workload is fully addressed to meet the user's needs
- Keeps customer informed on the progress of identified workload and assignments and ensures good communication on workload status
- Contributes to the CSD's success through creative and innovative ideas and solution
- Remains informed on current department issues and resolutions
- Maintains a professional and positive attitude while working with the team and the department's internal and external customers

Characteristics:

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- Leadership – Possesses a natural ability and keen desire to manage projects and mentor and guide staff, as well as internal and external customers.
- Innovation – Demonstrates and encourages creativity and proactive problem- solving.
- Credibility and Integrity – Understands internal and external customers and has a true desire to build credibility. Demonstrates the highest professional and legal ethics.
- Teamwork – Cooperates to achieve the department's mission, vision and goals by leading and actively contributing to intradepartmental project teams.
- Vision – Understands the context and mission of the Department both internal and external.
- Accountability – Makes decisions and remains accountable for those decisions.
- Reliability – Understands the importance of meeting timelines and work priorities.
- Mentor and Coach – Ability to instruct, direct, and prompt subordinates to help them perform to their full potential.

Job Requirements:

Ability to perform the essential functions of the job, with or without reasonable accommodations including communicate effectively, comprehend, evaluate, and follow written instructions, type and use personal computers.

Conflict of Interest: This position is subject to Title 16, section 3830 of the California Code of Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

I have read and understand the duties outlined in this document.

Can you perform the essential functions of the position, with or without reasonable accommodation?

_____ YES

_____ NO

If reasonable accommodation is necessary, please complete a Reasonable Accommodation Request Form from the Human Resource Office, Reasonable Accommodation Coordinator.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE