

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

INFORMATION TECHNOLOGY SPECIALIST I

POSITION NUMBER:

800-771-1402-016

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

INFORMATION SYSTEMS DIVISION

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

ENTERPRISE SYSTEMS &amp; SUPPORT BUREAU (ESSB)

SUPERVISOR'S NAME:

Vacant

SUPERVISOR'S CLASS:

INFORMATION TECHNOLOGY SUPERVISOR II (IT Sup II)

SPECIAL REQUIREMENTS OF POSITION (*CHECK ALL THAT APPLY*):

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. (*Explain below*)
- None
- Other (*Explain below*)

Fingerprint and background clearance required.

I certify that this duty statement represents an accurate description of the essential functions of this position.

SUPERVISOR'S SIGNATURE

DATE

I have read this duty statement and agree that it represents the duties I am assigned.

EMPLOYEE'S SIGNATURE

DATE

**SUPERVISION EXERCISED** (*Check one*):

- None                       Supervisor                       Lead Person                       Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

ISD's mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units. This position shall focus primarily on the Software System Engineering domain.

ISD accomplishes this by:

- effectively managing information systems and equipment;
- planning, communicating and implementing responsible information technology policies and solutions; and,
- sharing and transferring information technology knowledge and tools.

---

---

**CONCEPT OF POSITION:**

Under the direction of the Enterprise Systems and Support Information Technology Supervisor II (IT Sup. II), the Information Technology Specialist I (IT Spec I) develops, implements, operates, and maintains Enterprise Systems and Support of mainframe and critical applications on HCL Notes and auxiliary systems. The primary duties of the IT Spec. I lie within the Software Engineering domain. Elements include: The architecture, development, operation, and maintenance of software system

**A. RESPONSIBILITIES OF POSITION:**

45% Act as a technical lead and develop applications using the Software Development Life Cycle including project planning, status reporting, project consultation, prototyping, application programming, testing, training, and implementation of software systems in a structured development environment and support applications, such as Licensing Information System (LIS), Field Automation System (FAS), and all other mainframe applications. Develop Applications using technologies such as Lotus Notes, HEI, Connx and work closely with the Testing team in an Agile development environment. Work in application delivery with the Release and Deployment team, who acts as the gatekeeper for all application deployment for the organization. Work with the DBA in the design, development, configuration, operation, and maintenance of all new and ongoing database tables and system. Work with the Accessibility Compliance team to test applications to ascertain their conformance to established standards.

20% Work with other bureaus to implement technology, and act as an enabler for business success. Work with the manager and senior staff to develop an understanding of the impact of additions, deletions, and changes to the IT assets, by scoping the enterprise assets. Implement bureau standards and functions in the development of system specification, testing and debugging, and the preparation of documentation and the implementation of systems for the organization. Provide software training to end users in the deployment of new applications and system enhancements and other related duties.

15% Provides maintenance and support, and ensure ongoing normal functioning, inclusive of all reports and outputs as needed by the customers. As products are ready to enter into production, work with management, customers, and clients to ensure stable and smooth deployment. As needed, provide functional stabilization and enhancement of the existing system in-line with customer needs and federal regulatory requirements. Monitor and prioritize workload of various applications. Resolve system problems and recommend the best methods of applying new technologies for the most critical systems.

15% Research and implement new technologies in the Enterprise Systems and Support initiatives. Evaluate applicability to new system application requests, and applications in the pipeline, in order to reduce the cost of project deployment. Participate in testing of new IT hardware and software solutions and provide feedback and analysis as necessary. Work to meet/exceed customer expectations, providing leverage-able opportunities for other applications.

05% Perform other job related duties as assigned by the IT Supervisor II/Bureau Chief, which may include other miscellaneous activities within the scope of the classification. Provide assistance with other special projects for the Branch Chief and Executive Management.

**Desirable Skills**

Experience in IBM Mainframe Applications

Experience in Lotus Notes

Experience in Connx and HEI

Experience in Software Development Life Cycle (SDLC) phases and processes

Knowledge of Data extraction process

---

---

B. SUPERVISION RECEIVED:

The Information Technology Specialist I (IT Spec. I) receives assignments under the direction of the Bureau chief and is expected to work independently on projects, reporting problems or progress as scheduled or needed.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The Information Technology Specialist I has daily contact with the other CDSS technical staff and CDSS management. The Information Technology Specialist I (ITS I) also works with departmental staff (at all levels) as well as with vendors, contractors, consultants, and Federal, State and County entities. Additionally, may represent CDSS in discussing, analyzing and resolving critical and sensitive issues with the other State Agencies.

E. ACTIONS AND CONSEQUENCES:

The research and recommendations from the incumbent will affect the CDSS' technical decisions and direction in the use of these and future systems. Poor judgment by this individual could have far-reaching negative consequences for the CCLD programs the incumbent supports. Incumbent must perform due diligence, completed staff work and exercise good judgment in their business analysis and project duties. Failure to perform may have adverse impact on the ability of the Division to deliver successful IT projects that support the business and, on the branch, to provide knowledgeable, informed recommendations to the department, related to effective use of technology.

F. OTHER INFORMATION:

The scope of this position encompasses functions or processes in the software engineering, systems engineering, information security engineering domains. Staff utilizes a PC-based, integrated office productivity software package to create work products. Incumbent must be proficient in Microsoft Office software which support operations.

This position requires a background investigation, including a criminal conviction history screening, before hire (IRS Publication 1075). Applicants are required to submit fingerprints via the Live Scan process to the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). Background investigation clearance is a condition of employment for this position.