

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM ENTERPRISE INFORMATION SERVICES		POSITION NUMBER (Agency-Unit-Class-Serial) 065-501-1402-033			
DIVISION / UNIT ADMINISTRATIVE SOLUTIONS		CLASSIFICATION TITLE INFORMATION TECHNOLOGY SPECIALIST I			
		WORKING TITLE IT DEVELOPER			
		TIME BASE / TENURE FULL-TIME/ PERM	CBID R01	WWG E	COI Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
LOCATION Birkmont Drive, Rancho Cordova		INCUMBENT		EFFECTIVE DATE 11/16/2023	
CDCR'S MISSION and VISION					
<p>Vision We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.</p> <p>Mission To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.</p>					
COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION					
The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.					
DIVISION OVERVIEW					
Enterprise Information Services (EIS) is the catalyst that drives transformation. We enhance safety, enable rehabilitation, and drive operation efficiency. EIS provides a full range of information technology services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation and support.					
GENERAL STATEMENT					
Under the direction of the Information Technology (IT) Supervisor II, the IT Specialist I, serves as a lead developer, demonstrating an in-depth a level of expertise developing application services and technologies. The incumbent must demonstrate an understanding of the Department's business practices that take into account the larger business perspective in proposing and designing IT solutions. The incumbent will complete assignments involving multiple tasks, single significant functions or multiple functions. These assignment include writing the complex programs, develop detailed program specifications, analyze data situations, reason logically and creatively, identify problems, draw valid conclusions, develop effective solutions and document procedures and programs. It is expected that the incumbent will have a proficient knowledge of data processing concepts, practices, methods, security practices and principles, particularly the phases of the Software Development Life Cycle. The incumbent is expected to work well across collaborative work groups spanning teams that include business, infrastructure and technical skill sets. The incumbent is expected to drive their tasks to produce professional deliverables that are ready to be consumed at production level of completeness.					
INFORMATION TECHNOLOGY DOMAINS – PLACE AN "X" ON ALL APPLICABLE DOMAINS					
<input checked="" type="checkbox"/>	Business Technology Management		Client Services		Information Security Engineering
<input checked="" type="checkbox"/>	Information Technology Project Management	<input checked="" type="checkbox"/>	Software Engineering	<input checked="" type="checkbox"/>	System Engineering
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.				
30%	<p>New Systems/Service Enhancements</p> <ul style="list-style-type: none"> Develop and/or perform technical analysis of proposals; 				

30%	<ul style="list-style-type: none"> • Determine impact of upgrades and change system requests and services; • Perform evaluation and recommend approval/rejection of new functionality; • Analyze, configure, design, test, implement and maintain special purpose vendor supplied software packages, operating systems and utility software upgrades and patches; • Analyze, design, evaluate and create Production Change Requests for new and enhanced system functionality; • Analyze, design, code, implement, maintain and evaluate software and track system problems/issues; • Develop and deploy software throughout the development life cycle. • Adhere to application development security best practices. <p>Projects/Collaboration and Application Development</p> <ul style="list-style-type: none"> • Develop and adhere to project work plans, including determining time, resource requirements, reporting and communication plans. • Work closely with functional teams to gather requirements and implement application development and maintenance items. • Prepares regular, special, internal and external project status reports to stake holders and control agencies. • Create, implement and maintain policies, standards and operational procedures; • Identify and apply requirements of oversight and regulatory agencies.
25%	<p>Service Disruptions and Resolution</p> <ul style="list-style-type: none"> • Serves as liaison with vendors and internal program teams to report, troubleshoot, and resolve software/hardware problems using technical knowledge, communication skills, maintenance contracts, and vendor supplied problem management systems. • Provide subject matter expertise and assistance for production incidents; • Identify and resolve system issues including configuration of software. • Personally resolve complex technical questions and issues without referral. • Escalate technical recommendations, issues, orally and in written form, to the appropriate business owners, software vendors program technical team and department management, as required; • Adjust systems, best practices and software to the changing technology environment; • Conduct root cause analysis to implement or recommend implementation of solutions to customer reported or production problems. • Participates in disaster and operational recovery planning using technical knowledge.
10%	<p>Administrative</p> <ul style="list-style-type: none"> • Keep current with Information Technology trends and products, CDCR Client/Server applications, network configurations, procedures and roles and State directives; • Adhere to Department policies, rules and procedures; • Submit administrative requests including leave, travel, and training in a timely and appropriate manner; • Accurately report time, and submit timesheets by the due date. • Prepare production change control requests and service requests for application deployments, as needed. • Provide back-up relief to other team members in their absence. • Mentor other team members.
5%	<p>Training and Administrative</p> <ul style="list-style-type: none"> • Conduct seminars, conferences and presentations; • Develops user and technical training materials; • Conducts training sessions for trainers as well as end users • Communicates technical information to non-technical people in plain language to ensure comprehension

SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, nonemployees and employees shall be made aware of this.

CONSEQUENCE OF ERROR

The consequence of error at the Specialist I level may result in loss of data, user dissatisfaction, and impact to the organization, project, or work unit, and related support units. Consequences include operational down time, loss of business continuity, and poor customer service and performance.

To be reviewed and signed by the supervisor and employee:

EMPLOYEE'S STATEMENT:

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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SUPERVISOR'S STATEMENT:

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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