

☒ Current ☐ Proposed

Classification Title Information Technology Specialist 1	Division/Unit ITD
Working Title .Net Developer	IT Domain (if applicable) Software Engineering
Position Number 363-175-1402-004	Effective Date
Name	Date Prepared April 18, 2018

CalHR Mission and Vision

The California Department of Human Resources (CalHR) is responsible for all issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Vision: To be the premier leader and trusted partner in innovative human resources management.

Our Mission: To provide exceptional human resources leadership and services with integrity, respect and accountability to state departments and all current and prospective employees.

General Statement

Under the direction of the Information Technology Supervisor 2 Applications, Development and Support Unit, the Information Technology Specialist 1 acts as a project leader in applications and information technology system problems.

The incumbent works independently as technical specialist and is a critical component of the Information Technology (IT) team. The team is responsible for providing enterprise technology infrastructure, application and support services to CalHR and the State Personnel Board employees and customers. The incumbent assists CalHR in enhancing and maintaining its service delivery abilities. The incumbent produces viable solutions that are scalable, supportable, secure and stable. This includes being responsible for assessment of business cases, appropriate solutions, and applications of the system development project life cycle to ensure successful solutions implementation with appropriate levels of communication, risk management, project planning and documentation. The incumbent is responsible for ensuring that industry, State and Department standards are utilized in designing solutions that serve the public, business partners and employees of the organization in an effective manner. The incumbent acts as a technical and analytic lead for junior staff members.

In support of the Civil Service Improvement initiative, the incumbent duties include utilization of skills in the areas of systems analysis; requirements definition; programming skills for all tiers including presentation, business, and data tiers; data architectures; databases; testing; reporting services; change management; problem management; incident management; troubleshooting; service desk; and security. The incumbent facilitates the implementation and management of commercial or modified commercial off the shelf solutions and associated support services for integral support products such as auditing, monitoring, workflow, collaboration, document management, service desk, content management, alert services, search, and similar operations. Finally, the incumbent performs duties associated with the operational aspects of an information technology environment in support of

programming activities including planning, budgeting, oversight reporting, procurements, contracting and policy development. Duties include, but are not limited to, the following:

Job Functions

[Essential (E) / Marginal (M) Functions]:

Essential Functions

35% Solutions Development – Define, Plan, Develop, Test, and Implementation (E)

- Acts as a project leader applications and/or information technology system problems; and works independently as a technical specialist on application lifecycle duties for commercial and custom products by gathering and analyzing requirements and assessing their feasibility; designs and creates viable screen interfaces, database designs, software module specifications and interface specifications; configures and/or uses standard CalHR programming, scripting, application programming interfaces, and languages to create and modify applications; documents application configuration specifications, entity relationship diagrams, data flow diagrams, data repositories, structured designs, project plans, and test plans; tests application modules, integration, regression, performance, capacity, and acceptance testing; develops business case rules, test cases and test plans to be used in conducting testing, validation and verification. Assesses and discusses the need for process improvement and program enhancement with management, as organization needs change.
- Evaluates and recommends internal process improvements and provide written documentation as needed
- Assesses and analyzes business and system requirements for complex and highly sensitive application and data systems.
- Designs systems infrastructure and architecture. Conducts research and formulates recommendations and solutions. Documents configuration, change, release and operations aspects of the defined solutions. Reviews performance and security reports and modifies system to address performance, security, capacity planning and maintenance issues.
- Evaluates and tests solutions against business requirements for systems or functions.
- Facilitates workgroups in the development of requirements and detailed specifications for the creation and management of solutions.
- Consults with management, system stakeholders and other technical staff and advises and makes recommendations in cost development, resource planning, scheduling, prioritizing, reporting, and resolving issues.
- Leads staff in issue identification and resolution including problem identification, documenting recommendations or known issues, and facilitating completion of troubleshooting processes.

25% Develops and Maintains Data Architecture and Data Management (E)

- Application database administrator support of enterprise commercial and custom applications. Creates and maintains database designs and modifications. Designs databases to meet the specifications associated with application designs, and provides for performance, and maintenance of data integrity. Administers database tuning, backup, recovery, monitoring, and troubleshooting to enable the recovery of invalid or malfunctioning databases caused by physical device failure or database corruption. Also responsible for data export, import, transformation, extraction which may involve large and highly confidential data sets.

20% Solutions Support – Maintenance, Operations, Lifecycle Management (E)

- Performs application development functions to include upgrades, monitoring, tuning, troubleshooting, and repairing application systems and dependent components or sub-systems. This includes performing system administration functions related to systems, software and application code management.
- Administers routine application support activities associated with application health and quality such as configuring, monitoring, permissions management, log file management, process management, notification configuration and response, conducting backup/recovery operations as needed to support essential services.
- Monitors products for upgrades and coordinates with all impacted support teams and customers to complete upgrades when needed.
- Maintains licensing and oversees development of annual renewal, upgrade or replacement licensing for utilized products that support the enterprise.
- Performs functions associated with customer relationship facilitation responding to customer problems and requests not covered in the service desk knowledge base. Includes resolving installation, configuration, software/application procedure problems and defects encountered by system users. This includes serving as a technical instructor for fellow application and infrastructure coordinators regarding application functionality.

20% Policy, Standards, Guidelines and Procedures Development (E)

- Researches, develops configuration, and documents all aspects of infrastructure and software architecture support for a complex environment including but not limited to the following: physical and logical designs, hardware and software specifications, business and system requirements, project scope, deliverables, schedules and budgets, system test specifications and results, service definition, operations, process, procurement, policy, standards, training, asset inventory, and other documentation as required.
- Provides complete written documentation of systems, processes and procedures in such a way that the systems can be maintained by other staff.
- Develops policy, standards, guidelines and procedures to support the operations environment leveraging existing reference materials.

Supervision Received

The Information Technology Specialist 1 reports directly to and receives the majority of assignments from the Information Technology Supervisor 2; however, direction and assignments may also come from Information Technology Manager 2.

Supervision Exercised

None

Special Requirements / Desirable Qualifications

The duties of this position are performed indoors. The employee's workstation is located at 1515 "S" Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes.

Working Conditions

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Attendance

Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.* (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel analyst.)

**A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity.*

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Printed Name	Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature	Supervisor Printed Name	Date