

## State of California - Department of Social Services

Proposed

**DUTY STATEMENT**

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

INFORMATION TECHNOLOGY SPECIALIST I

POSITION NUMBER:

800-777-1402-006

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

INNOVATIVE TECHNOLOGY &amp; SOLUTIONS

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

CLOUD &amp; BUSINESS INTELLIGENCE BUREAU

SUPERVISOR'S NAME:

VACANT

SUPERVISOR'S CLASS:

INFORMATION TECHNOLOGY SUPERVISOR 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 CLEARANCE REQUIRED.

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

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

SUPERVISOR'S SIGNATURE

DATE

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.

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.

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**CONCEPT OF POSITION:**

Under the direction of the Cloud and Business Intelligence Information Technology Supervisor II, the Information Technology Specialist I works to develop, implement, operate and maintain multifaceted Cloud and Business Intelligence (BI) initiatives. The Information Technology Specialist I meets these responsibilities by working on IT projects and systems, and will also work independently on proposing solutions for ongoing and upcoming IT initiatives.

**A. RESPONSIBILITIES OF POSITION:**

50% Using Agile Methodology, IT Specialist I, will design and/or develop all new and ongoing SharePoint initiatives for the department. Projects may include, but are not limited to, variations of Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS), and CalCloud service offerings and related solutions. Planning, design and/or development of all new and ongoing Business Intelligence solutions, including, but not limited to, services such as Microsoft Dynamics/ CRM/ 365 Dynamics, SharePoint, BI, and all Big Data analytical solutions. Planning, design and/or application development efforts for all client/server platforms, which may include, but are not limited to, developments in Microsoft Visual Studio, C#, ASP.NET and MVC. Using Agile methodology, perform structured application programming focusing on using computer languages and technologies. Perform the most complex structured application programming focusing on using computer languages and technologies including, but not limited to JavaScript, AngularJS, TypeScript, APIs, CSS3 (Less, Sass, Bootstrap), HTML5, jQuery, AJAX, C#, ASP.NET and MVC, using Agile methodology. Ability to adjust to shifting priorities and meet stated deadlines. Provide consultation on processes and procedures related to BI and Cloud policies, standards, and methodologies.

Lead other staff and also provide analysis and coordination activities by continuously soliciting feedback from customers/stakeholders to clarify requirements and evaluate new techniques and technologies. Improve output accuracy by implementing enhancements to support each of CDSS' programs. Ensure that proper IT governance and compliance with Department, Agency, State, Federal, and industry standards are met. Work on business re-engineering efforts by examination and redesigning the business processes and work flows. Develop methods of applying information for improvements that are based on current and innovative technologies and in line with technical and business needs.

30% As a technical specialist, plan, analyze, design, develop and implement systems and applications deployed in the Cloud space. Provide technical support for operation and maintenance to resolve incidents for CDSS and external customers. Provide consultation on programming processes and procedures related to SharePoint development policies, standards, and methodologies. Resolve system problems and recommend the best methods of applying new technologies for systems and platforms.

10% Research new technologies in the SharePoint space, and assist in programming and/or implementing new system application requests, and applications in the pipeline, in order to reduce the cost of project deployment. Work to meet/exceed customer expectations, providing leverage-able opportunities for other applications.

05% Provide software training to end users in the deployment of new applications and system enhancements and other related duties.

05% Perform other duties as assigned by 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.

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B. SUPERVISION RECEIVED:

The IT Specialist I reports directly to the IT Sup II.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The IT Specialist I, has contact with staff at all levels of the Department as well as representatives of other departments (i.e., Finance, General Services, Department of Technology and computer vendors).

E. ACTIONS AND CONSEQUENCES:

Success of many of the department's most visible and critical applications depend on Internet technologies. Failure to maintain and apply standards, policies and principles related to the CDSS Internet platforms could adversely affect the ability to provide critical information to its constituency in an effective and timely manner. Failure to meet the Internet publishing mandates of the Governor's Office could result in sanctions against CDSS and its management.

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. 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.