

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES

POSITION DUTY STATEMENT

BU: 2, 7, & Non-represented

EMPLOYEE	CLASS TITLE: Information Technology Specialist III	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Logistics Management / Information Technology Division	POSITION NUMBER: 163-770-1415-001	CBID: M01
TENURE: Permanent	TIME BASE: Full-Time	WORK WEEK GROUP: E
EFFECTIVE DATE:	RANGE (IF APPLICABLE): N/A	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input checked="" type="checkbox"/> 12 Mos. <input type="checkbox"/> N/A
IMMEDIATE SUPERVISOR: Beth Cousins	CONFLICT OF INTEREST CATEGORY: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DMV PULL PROGRAM: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
1. SUPERVISION RECEIVED: The Information Technology (IT) Specialist III is under the administrative direction of the Chief Information Officer.		
2. SUPERVISION EXERCISED: N/A		
3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES): Physical tasks include sitting for extended periods at a computer workstation in an office setting with artificial light and temperature control. The incumbent will work a minimum of 40 hours per week, with the possibility of overtime in the event of an emergency. Ability to use a personal computer and telephone is essential; as the majority of the work is performed in utilizing these tools. Travel in automobile, commercial aircraft and public transportation. Must be able to lift computer equipment and related items that weight up to 50 pounds.		
4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES): Direct contact with department managers and supervisors, employees of the California Governor's Office of Emergency Services (Cal OES), other state agencies, and the federal government to provide technical information to solve information technology problems, discuss operational or business needs and systems requirements. This position may act as a liaison with outside contractors and vendors who are providing goods or services to Cal OES. Direct contact with Department of Technology to report on regular status and IT reporting requirements.		
5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED): Cal OES is responsible for disaster response, planning, preparedness and training. This position holds a high-level responsibility for the security and integrity of publically displayed information. Failure to effectively perform the duties of the position could result in loss of critical information for the mission and the organization.		
6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%: When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease: When not on-call, standby or Duty Officer status, if called upon by Governor's Office of Emergency Services (Cal OES) Management (including contact from the California State Warning Center), you are required to make contact as soon as possible. Shall be required to work in the State Operations Center (SOC), Region Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region). May be required to participate in emergency drills, training and exercises.		

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
 Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night).

Statewide travel may also be required for extended periods of time and on short notice. While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by the California Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

Under administrative direction of the Chief Information Officer, in the Information Technology Division, the Information Technology Specialist III (IT Specialist III) acts as the project manager for the creation and deployment of the most complex Cal OES cloud technology projects. The incumbent plans and directs current and future development and provides project leadership for the identification, development, and implementation of information technology systems solutions. The incumbent provides direction and leadership for a team of technical specialists. The incumbent incorporates digital communication objectives and contributes to the advancement of technology, ensuring all digital products meet CalOES security standards and accessibility guidelines. This position requires a skilled and experienced information technology professional with demonstrated experience working on enterprise systems and applications. The incumbent must have the ability to facilitate large meetings and discussions with management as well as executive leadership. The incumbent has the ability to lead a team of individuals towards completion of complex, interconnected tasks and activities on aggressive timelines.

Percent of Time	ESSENTIAL FUNCTIONS
25%	(E) Ability to work independently at a high-level managing all aspects of an information technology project lifecycle and supporting database applications on various operating and database systems using in-house development tools such as Azure, Salesforce, Mulesoft, SharePoint, Tableau, DocuSign, GovDelivery, etc.; verify stability, interoperability, portability, security, and scalability of system architecture. Translate business needs into tangible requirements and ability to use different approaches when writing requirements such as use cases and activity diagrams. Develop logical and physical data models which may include process, data and system modeling as well as Entity Relationship diagrams. Analyze, evaluate, and document requests to resolve application issues, perform user enhancements, and implement application change requests. Make and implement recommendations to improve application security, performance, functionality and reliability.
25%	(E) Direct and coordinate work assignments for staff assigned to projects. Oversee the preparation, development, and maintenance of software system projects. Ensure adherence to quality control, IT security standards, and accessibility guidelines, including tracking, testing, and overseeing remediation efforts. Contribute to, review, and maintain protocols detailing the duties and activities to support software development projects. Consult with and advise management and executive staff regarding cloud technology issues and implement state technology standards. Make decisions and take appropriate actions to further program objectives.
15%	(E) Analyze and document business processes including identifying process improvement opportunities as part of the system development lifecycle. Coordinate and communicate with program staff and management to identify, analyze, and document business, functional, and technical requirements necessary for IT system development. Actively participate in the procedures and processes for code maintenance, storage, and release management. Perform software product deployment and release management activities. Plan and conduct user training.

10%	(E) Develop and maintain written procedures, protocols and project management artifacts. Produce comprehensive and complex project schedules Participate in Information Technology Division (ITD) management activities including annual budget preparation, work plan development, strategic planning, responding to special report requests, and other administrative efforts. Effectively communicate (verbal and written) with colleagues, customers, and the ITD managers and supervisors, writing project status reports and providing project documentation, as required.
10%	(E) Conduct research and analysis and make recommendations about software enhancements, including automation, systems, and tools in support of operational improvements. Develop research analysis reports related to technology solutions or products. Coordinate the implementation of appropriate chosen methods. Incorporate long-range goals and plans for technology needs. Coordinate with the Application Development Branch on cross-platform projects to expand IT business operations and processes. Participate in state digital and accessibility workgroups and stay updated on state initiatives and efforts by other agencies.
10%	(E) Ability to leverage various communication methods and channels to interact and engage key stakeholders from various divisions and departments. Meet with Cal OES staff and management to develop strategies and analyze project requests. Participate in discussions about current and potential cloud platform projects, provide analysis, and participate in making recommendations.
<i>Percent of Time</i>	MARGINAL FUNCTIONS
5%	(M) Other related duties as assigned. Will participate in training exercises and emergency response activities of State, regional and local Emergency Operations Centers; and performing other duties that are necessary and essential to support Cal OES IT programs. Travel throughout the State could be required during disaster events in California. May be required to lead or participate in dedicated task forces consisting of multi-departmental project teams and must be able to complete tasks and activities on aggressive timelines in an agile environment.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
STANDING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINGERING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING OUTDOORS:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE: Enclosed office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title