☐ *CURRENT*
☒ *PROPOSED*

DUTY STATEMENT

DATE REVISED **5/7/2021**		
RPA #	POSITION NUMBER (Agency - Unit - Class - Serial) **065-652-1402-918**	CLASS TITLE **INFORMATION TECHNOLOGY SPECIALIST I**
UNIT **OFFENDER TECHNOLOGY SUPPORT**		WORKING TITLE **INFORMATION TECHNOLOGY SPECIALIST I**
LOCATION (GEOGRAPHIC/REPORTING LOCATION) **Birkmont Drive, Rancho Cordova**		

EMPLOYEE INFORMATION

EMPLOYEE NAME	DATE APPOINTED
WORK SCHEDULE **Monday through Friday**	WORK HOURS **8:00 a.m. to 5:00 p.m.**

TENURE **Limited Term**	TIMEBASE **Full Time**	CBID **R01** WWG **E**	PROBATION ☐ **6 Months** ☐ **12 Months** ☒ **N/A**

VISION, MISSION, AND VALUES STATEMENT

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.. Refer to the Service Catalog for more information on what we do for CDCR and the IT Strategic Plan for our roadmap for the future.

SUPERVISION EXERCISED:

This level does not supervise, but may lead. The Specialist I has defined responsibility and authority for decision making related to projects or in an advisory function

GENERAL STATEMENT

Under direction of the Information Technology Supervisor II, the Information Technology Specialist I (ITS I) is the customer-facing technical specialist. The incumbent takes ownership of the information technology systems assigned to them, and performs a wide variety of tasks requiring regular innovative problem-solving. The ITS I is responsible information technology systems which serve multiple areas of CDCR (including Institutions Division, Administrative Services Division, and Enterprise Information Services) and which require a great deal of coordination and planning.

The ITS I must develop and sustain cooperative working relationships with project stakeholders. The ITS I will acquire full knowledge of how customer/end-user business processes are facilitated by the technology systems in order to provide information technology consultation in support of business programs. The ITS I will develop and implement new or custom technological solutions essential to the missions of the individual program areas and the overall organization which affect a large number of end users.

DESCRIPTION OF DUTIES	
% 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 not to exceed 35%.** *(Use additional sheet if necessary)*
35%	**Technical/Project Lead for Application Design, Development and Enhancements** • Independently analyze requirements and develop implementation plans. • Interview customers and prepare formal system requirement specifications. • Prioritize work, initiate contact with the appropriate staff and resolve issues. • Design, and test systems. • Prepare for, conduct, and participate in walk-throughs. • Review project deliverables in each phase of the System Development Life Cycle. • Prepare system, program and user documentation. • Lead and work with consultants and vendors. • Develop impact assessments of proposed executive and legislative changes. • Lead and coordinate data maintenance and data quality efforts. • Lead other staff and act as a Project Manager.
25%	**Project Plans, Schedules and Reporting** • Develop project plans, schedules, and contingencies. • Prepare internal and external project reports, including section and branch status reports. • Develop control agency reports. • Understand the need for project reporting and provide regular status reports to Manager. • Research, prepare and deliver presentations to users and EIS management. • Prepare purchase requests and Budget Change Concepts/Proposals. • Create documentation of existing and new developing systems. • Conduct feasibility studies and PIER reports. • Complete project authorization documentation as needed.
25%	**Application Maintenance** • Troubleshoot problems in system and interfaces, isolate causes, develop solutions, test, document, and install revised applications. • Test new operating environments and migrate existing systems. • Review plans, designs, and system specifications developed by other project teams to provide technical expertise and to identify necessary interfaces with assigned systems. • Provide help desk support to system users and provide assistance/training, as needed. • Understand and apply general security concerns, data backup, and recovery procedures. • Lead team efforts to develop solutions for common maintenance problems.
15%	**Methodologies, Standards, Training and Others** • Prepare and review training documentation and participate in user training activities. • Lead and participate in the development of methodologies and standards. • Participate in formal and informal training programs to strengthen programmer/analyst skills and knowledge of methodologies, techniques, tools, and packages. • Be thoroughly familiar with the available tools, methods and procedures to complete assignments. • Evaluate commercial software products to determine potential benefit to the organization. • Participate in Division, team meetings and other team activities, as required. • Research, investigate and keep current on trends in IT. • Serves as liaison and coordinator between IT staff and customers. • Promotes effective team relationships.

VARIETY AND SCOPE OF RESPONSIBILITY

IT Domains Used:

☒ Business Technology Management   ☒ Information Technology Project Manager
☒ Client Services   ☒ System Software Engineering
☐ Information Security Engineering   ☐ System Engineering

COMPLEXITY OF WORK

Work at this level requires many different and unrelated processes and methods applied to a broad range of activities or substantial depth of analysis. The work requires originating new techniques, establishing criteria, or developing new information within established parameters. The work also involves demonstrating leadership in identifying new issues and business opportunities and in assisting management with the most sensitive issues. Incumbents demonstrate an in-depth understanding of the relationship of their technical specialization and/or project responsibilities to the work as a whole. Incumbents are able to propose technical solutions within their scope of expertise which take into account the customer's business needs.

RESPONSIBILITY FOR DECISIONS AND ACTIONS

At the Specialist I level, incumbents are responsible for individual decisions and actions. As a subject matter expert, this level is responsible for actions that could have a serious detrimental effect on the operating efficiency of the undertaking or function.

PERSONAL CONTACTS/RELATIONSHIPS

Contacts managers, technical staff, and users to provide and make recommendations regarding systems and problems requiring solutions. Regular contact with IT staff, vendors, and external entities to coordinate problem solving and ensure conformity of methods and practices. Contacts users to discuss business and system requirements, contractors to provide oversight, and vendors to discuss existing or new technology. Contact is to influence, motivate, persuade, and lead individuals or groups.

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.

SPECIAL REQUIREMENTS

Pursuant to California Code of Regulations, Title 2 Section 172, all employees shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgement, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and state of health, consistent with the ability to perform the assigned duties of the class, Where the position required the driving of an automobile, the employee must have a valid State driver's license, a good driving record, and is expected to drive the car safely.

Occasional travel to institutions and after hours support of technical systems may be required due to operational need.

SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S NAME (Print)	DATE