

## DUTY STATEMENT

Employee Name:

Classification: Information Technology Specialist II (ITS II) (Software Engineering)	Position Number: 580-152-1414-909
Working Title: Operation Center Lead Technical Specialist & Integrator	Work Location: 1616 Capitol Ave., Sacramento, CA 95814
Collective Bargaining Unit: R01	Tenure/Time Base: PERM/Full-Time
Center/Office/Division: Information Technology Services Division (ITSD)	Branch/Section/Unit: Information Technology Services Division

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

### Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

### Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating innovative solutions, strengthening partnerships and collaborations, and embracing technology. ITSD leverages data and technology to advance goals and inform action and accountability.

Under the direction of the ITSD Chief Technology Officer (CTO), the Information Technology Specialist II (ITS II) serves as the CDPH IT Operation Center lead Technical Specialist and Integrator, and is responsible for the holistic management and monitoring of the CDPH surveillance network and systems. The ITS II will assist CDPH in centralizing and improving the department IT operations to prevent, detect, and respond to service disruption impacting California's response to disease outbreaks.

ITS II will establish the organizational governance, processes, functions, skills, resources, metrics, and tools necessary ensure IT service continuity.

The ITS II will exercise a high degree of independence and proficiency in troubleshooting, problem solving, handling and resolving the most challenging and difficult IT operation issues that are time sensitive and publicly and politically visible.

The ITS II will complete work that is routinely performed in coordination, consideration, and consultation of external and internal business partners including the California Department of Technology (CDT), State Control Agencies, Vendor Consultants, Local Health Departments, and Information Technology personnel across the division

The ITS II will perform duties in the Information Security Engineering, Software Engineering, System Engineering domains.

### Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: May require occasional travel to regional offices
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

### Essential Functions (including percentage of time)

- 25% Provide ongoing support in ITSD's mission in strengthening and enhancing its capabilities and capacity in responding to current and future California health hazards. Provide ongoing full life cycle product support services on CDPH's information technology infrastructure, systems, platforms, and tools. Provide robust and responsive customer service by engaging Programs in the identification of business opportunities and modernization needs that impact the CDPH surveillance related systems.
- 25% Routinely monitors critical systems, reports, and coordinate corrections, when required, to all service and performance levels to enterprise network, application, hardware, security, and data center/office environments using CDPH enterprise tools for performance monitoring, alerting, response, and capacity management; answer calls, monitor IT system/network health checks and alerts, create tickets, and carry out initial triage to resolve issues. Coordinate with IT teams and clients in the identification and troubleshooting of issues.
- 20% Coordinates incident command center war rooms, assembles state and vendor technical and programmatic resources, vendor software as a service (SaaS) providers, and facilitates the diagnosis, impact assessment, resolution, communication, and closure of incidents. Communicates and escalates issues to higher officials and management as necessary. Maintain the appropriate communication channels within intra teams or outside so that all stakeholders are kept informed ahead in time bound manner. Track and document all defects and resolutions in detail.

- 15% Reviews/maintains Operational Service Level Agreements (SLA's) and supporting vendor contracts. Reviews and follows up to ensure issue remediation is complete. Coordinates remediation plans for enterprise wide system issues. Develops root cause analysis (RCA) for incidents.
  
- 5% Develops and maintains standard operating procedures for the IT Operations center staff. Defines processes, procedures, and functions for a robust, centralized, data-driven, decision-making governance body. Defines key performance indicators and thresholds to measure performance and create alerts. Identifies, maintains, and operates the technology tools and platforms that monitors critical CDPH systems and services. Develops and maintain standard operating procedures to define repeatable protocols, procedures, and response strategies for incidents.
  
- 5% Participate in IT procurement activities by serving as a technical member on the evaluation and acquisition teams during the evaluations of draft and final project and system proposals. Assists in developing and maintaining application development requirements, developing proposal evaluation criteria, develop responses to vendor questions to the Request for Offers, and other contract and projects documentations.

**Marginal Functions (including percentage of time)**

- 5% Mentor and train peers in learning and performing system development life cycle functions to assume similar roles on future efforts. Perform other duties as assigned.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.		I have read and understand the duties and requirements listed above, and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)	
Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date
<b>HRD Use Only:</b> Approved By:	Date		