

DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED

RPA NUMBER (HR USE ONLY)

21-151

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 11/2/21	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		E. POSITION WORKING TITLE Web Publishing Specialist, CAWeb
F. CURRENT POSITION NUMBER 695-531-1402-013		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Enterprise Technology / Web Services / Web Consulting – Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Koji Kumpulainen, Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY—FRIDAY / 8:00 AM—5:00 PM		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	<p>Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input checked="" type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input checked="" type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input checked="" type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>The California Department of Technology (CDT) is focused on improving how state government develops and implements innovative solutions to meet the public's evolving needs, enrich customer experiences, and improve critical technological applications. CDT's Office of Enterprise Technology (OET) plays a critical role to enhance digital government and build a California that works for all Californians. We do this by providing foundational platforms and technology (such as GIS/Open Data, Web Portals, Software Engineering and Open Source code curation) for organizations to provide innovative digital services.</p> <p>Under the general direction of the Information Technology Manager I (IT Mgr.I) over the Web Consulting program, the Information Technology Specialist I (IT Spec I) serves as the Web Publishing Specialist and is responsible for managing partner agency accounts of the CAWeb Publishing service, being a trusted advisor to departments and aligning our product and services to support both partner agency goals and user needs. The IT Spec I supports departments throughout the full journey, from onboarding through end-of-service.</p>
<p>% of time performing duties</p> <p>45%</p>	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Web publishing consulting</p> <ul style="list-style-type: none"> Understand and document product requirements from our partners across multiple departments Represent and champion the customer internally Help define product vision and strategy Collaborate with designers and engineers to coordinate development, implementation, and maintenance of the content management system. Work closely with Product Lead to use product management process and tools to create, manage, and communicate changes. Respond to and assist with support requests, including incidents. On-board new partner agencies through platform demos, site assessments, remote meetings, creating new sites, and use of migration tools. Experiment with and test open source plug-ins, and provide recommendation for statewide usage.

% of time performing duties

- Advise partner agencies on digital services best practices, such as user research, data analytics, accessibility, and user experience and content design.
- Assist web publishing lead manage our agile work environment and release process.

30%

Business management

Performs analytical tasks such as evaluating business processes, anticipating requirements, uncovering areas for improvement, performing requirements analysis, developing and implementing solutions:

- Effectively documents and communicates insights and plans to cross-functional team members and management.
- Gather critical information from meetings with various stakeholders and produces useful reports.
- Perform user acceptance testing.
- Update, implement, and maintain procedures, and participates in business resumption plans (BRP) and impact analysis (BIA)
- Keep Service Request Catalog definition up to date.

20%

WordPress administration

- Act as network administrator for various sites
- Manage multi-site user accounts
- Configure which themes each site may use
- Allow or disallow specific plugins
- Update or apply network level settings
- Functional test solutions representing the customer / user experience.
- Assist in theme and plugin updates
- Develop and maintain documentation for assigned web services and technologies.
- Conduct training with the partner agencies including developing customer training documents and training videos.

5%

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

- Stay up-to-date on the latest digital service and design systems practices and principles.
- Other duties as required.

Work Environment Requirements

- May be required to carry a cell phone.
- May be required to work outside of normal work schedule.
- Travel to internal and external customer locations for meetings is required.
- During state emergencies or activation by the California Office of Emergency Services, incumbents may be asked to work extended hours, 12-hour shifts, and/or off site and occasionally out of town

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Spec I receives general direction from the IT Mgr I. It's expected that the incumbent performs a wide variety of tasks requiring regular innovative problem-solving within broadly stated and non-specific guidelines. The scope typically includes multiple program areas, and involves planning, developing, and implementing technological solutions that are essential to the missions of the overall organization, or affecting large numbers of people on a long-term or continuous basis

Actions and Consequences:

The IT Spec I should have a thorough understanding of the responsibilities and duties of this position, and a broad understanding of the mission and goals of the OET. Poor decisions, judgments, and recommendations in the areas above could result in dissatisfaction of partners and the inability for products to function.

Personal Contacts:

The IT Spec I has regular contact with various California departments, agencies and their executive leadership and project staff, the California Government Operations Agency, CDT executives, leadership and project staff, and consultants. The IT Spec I may have contact with the Governor’s Office, control agencies, business consultants, and vendors in the communication of program strategies, direction, and project changes.

Administrative and Supervisory Responsibilities (Indicate “None” if this is a non-supervisory position.)

None.

Supervision Exercised:

None.

Other Information

Desirable Qualifications: (List in order of importance.)

The Web Publishing Specialist should have a multi-disciplinary background with a high degree of knowledge and experience in the discipline of digital, customer experience (CX), product management, and/or user experience (UX). The candidate should possess the following skills/abilities in order to perform the essential functions of the position:

- Extensive background in product management, business technology management, or similar discipline.
- Thorough knowledge of web content management systems such as WordPress, Drupal, etc.
- Experience using issue tracking software, like Azure DevOps, JIRA, or GitHub.
- Background in agile or iterative software development.
- User focused, able to champion user research and inclusive design methods.
- Ability to lead by example, mentor the team, and make sure they’re bringing their best.
- Proven experience participating and/or assisting in the development, implementation, and enforcement of department goals, objectives, policies, and procedures.
- Ability to manage multiple high priorities simultaneously, each with defined deadlines.
- Excellent communication skills to effectively interact with executive management and staff and deliver controversial or sensitive information.
- Experience using collaboration tools such as Miro, Mural, or Lucid Spark and prototyping tools like Figma or AdobeXD.
- Ability to create design specifications for engineering teams that capture the key conceptual, interactive and visual design details (requirements).
- Knowledge of user-research methods, such as contextual interviews, usability tests, and surveys.
- Interest in design systems, interaction design, user experience design, content design, or similar patterns, and experience putting them to practice. ‘
- Basic knowledge of latest version of web technologies, HTML, CSS, and JavaScript.
- Familiarity with WCAG (Web Content Accessibility Guidelines) and ability to make sure accessibility is baked into the process.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT) Koji Kumpulainien	SUPERVISOR SIGNATURE	DATE
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