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. The Information Technology Services Division (ITSD) leverages data and technology to advance goals and inform action and accountability.

Under the direction of the Information Technology Manager I (ITM I), Chief, Informatics Data Exchange and Applications Section (IDEAS), the Information Technology Specialist I (ITS I) operates as a technical specialist for the development and maintenance of software systems and/or software applications. The ITS I serves as the subject matter expert on projects involving application and database development, technical system configuration, performance tuning, problem resolution, and providing support and maintenance for mission critical applications and systems.

The ITS I will perform duties in the Software Engineering, Systems Engineering, and Business Technology Management 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: This position will support mission critical production systems after hours and on-call as required and carries a high degree of responsibility to maintain system uptime and to secure highly sensitive data.

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<th>Essential Functions (including percentage of time)</th>
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40%  Serves as subject matter expert on application software development life cycle, system administration, and security for new or existing on-prem and cloud applications at all stages and in all environments. Performs complex system analysis and design for new development and/or modifications to existing applications and/or systems in compliance with departmental policies, guidelines, and standards. Gathers and develops business requirements, system and program specifications, use cases, test cases, and test reports. Writes programming code for systems and/or modules using various programming languages e.g. Microsoft Log Analytics, Power BI, PowerShell, JavaScript, VBScript). Performs and completes Management and Operations (M&O) work using the Branch’s suite of technology tools, platforms, and programming languages (i.e.NET Framework, VB.NET, ASP.NET, XML, HTML, JavaScript, JSON, Python, DevOps, MuleSoft, AWS, Salesforce, and Azure Cloud services, F5, DNS, LDAP, Power Designer, Cherwell, ServiceNow, Team Foundation Services). Uses Rhapsody data integration engine tool to establish communication between data sending/receiving stakeholders. Conducts logic and programming code walkthroughs with peers, development teams, and management. Conducts unit, integration, system, stress tests, and code deployment in all environments. Develops and revises various documents including, but not limited to, migration plans, task checklists, installation and configuration procedures, disaster recovery plans, and software evaluation reports. Works independently and in a team environment including vendor, participates in meetings, provides status reports, and completes work assignments in an effective, accurate, and timely manner. The incumbent must keep up with current and industry trends, standard and practices

30%  Serves as a subject matter expert in providing database administration, including, but not limited to database design, creation and implementation, installation/configuration of database servers and database software, resolution of complex technical problems, database security monitoring, database performance monitoring and tuning, database backup and recovery, windows multi-node cluster, failover, Extract, Transfer, Load (ETL), and database problems troubleshooting and resolution. Develops, evaluates, and maintains standards and procedures related to database design, configuration management, quality assurance, database change control process, database integrity and security, database backup recovery and maintenance activities, implementation plan, installation of new enhancements and releases of software. Uses Structured Query Language (SQL), SQL Server Reporting Services (SSRS), SQL Server
Integration Services (SSIS), SharePoint, Tableau, Microsoft Log Analytics, Power BI, PowerShell, Snowflake, or other reporting software to create reports and sharing data with stakeholder.

15% Serves as a subject matter expert in the maintenance and support of application system server software and configuration, including web servers, file transfer protocol (FTP), messaging and database servers. Installs, configures, secures, and optimizes server application software to accomplish interoperability between disparate systems. Configures and administers authentication protocols to protect data in all zones while allowing validated access for system users. Conducts routine maintenance including, but not limited to, server performance monitoring and fine-tuning, security patches, hot fix, backup and disaster recovery testing.

10% Responds to production incidents and calls; performs impact assessment; provides technical troubleshooting, research, analysis, and mitigation resolution to restore service. Ensures that management, program partners, help desk personnel, and internal and external stakeholders are kept informed with periodic updates on status of resolution. Conducts post incident root cause analysis. Provides end user training on a statewide basis on accessing and using the applications and reports generated from data obtained through systems. Develops and presents technical materials to end users, such as job aids, and workbook.

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

5% Maintain data security and confidentiality of public health surveillance data per established procedures and legal requirements. Other work-related 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.)

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<thead>
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<th>Supervisor’s Name:</th>
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<th>Employee’s Name:</th>
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<td>Supervisor’s Signature</td>
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**HRD Use Only:**
Approved By: CW
Date 2/16/22