

DUTY STATEMENT

1. POSITION INFORMATION	
Civil Service Classification Information Technology Specialist I (ITS I)	Working Title Salesforce Administrator
Employee Name Vacant	Position Number 791-753-1402-023
Project/Division Name Child Welfare Digital Services	Supervisor's Name Mani Jha
Unit Architecture and Engineering	Supervisor's Classification Information Technology Manager I
Physical Work Location 2870 Gateway Oaks Blvd., Sacramento, Ca 95833	Duties Based on: ☒ Full Time ☐ Part Time - Fraction Click here to enter text.
Effective Date TBD	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☒ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires Fingerprinting & Background Check ☒ Other (<i>specify below in Description</i>) Description of Position Requirements (e.g., the position may move from project to project upon business need, managing staff at an alternate location, graveyard/swing shift, frequent travel, etc.): Telework may be available for this position based on business need.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
IT Domains used: ☐ Business Technology Management ☒ Client Services ☐ Information Security Engineering ☒ Information Technology Project Management ☒ Software Engineering ☒ System Engineering	
Summary Statement (Briefly describe the position's organizational setting and major functions): Under direction of the Architecture and Engineering Chief (ITM I), the Salesforce Administrator serves in a key state role in the iterative development and operation of the Child Welfare Services - California Automated Response and Engagement System (CWS-CARES). The Salesforce Administrator works closely with functional leaders, organizational units, and subject matter experts to identify, configure, and deploy new business processes to support functional areas across the enterprise. The Salesforce Administrator will be responsible for executing the day-to-day configuration, support, maintenance, and improvement of the CWS-CARES products. The Information Technology Specialist I (ITS I) serves as a Salesforce Subject Matter Expert, works on various proofs of concept for upcoming features using new features including Lightning Web Components (LWC). Acts as a Salesforce configurator, installing, configuring and customizing App Exchange packages. The ITS I reviews the health of the Salesforce organization and ensures best practice principles enforced in the platform.	
Percentage of Duties	Essential Functions
45%	- Serves as a system administrator for the Salesforce environment. - Provides administrative functions including set-up and training for new users. - Performs user account maintenance. - Builds configuration for specific CWS-CARES teams, including internal and external stakeholders. - Creates reports, dashboards, and workflow automation. - Assesses growth of Salesforce knowledge and usage across the project and makes recommendations to the Architecture and Engineering Chief on process improvements and risks and issues.

	• Collaborates with the Security unit to ensure Salesforce successfully supports best practices for a secure CWS-CARES environment. • Maintains users, user roles, security, and profiles within Salesforce. • Apply industry standards, principles, methods, and techniques to manage a project through all phases of the Project Management and System Development Life Cycles. • Create a detailed work plan which identifies and sequences the activities needed to successfully utilize Salesforce. • Manage single or multiple Salesforce projects ranging in complexity based on business and technical factors. • Advise, create, or participate in the design of new system architecture, standards, and methods to support organizational needs in conjunction with Salesforce capabilities. • Troubleshoot, track, and conduct root cause analysis of Salesforce system/database/operational issues utilizing standard procedures until resolved or escalated. • Develop various proof of concepts using LWC, Platform Events, other new Salesforce offerings.
35%	• Coordinate and consult with users, administrators, and engineers to identify business and technical requirements for proposed system modifications or technology requirements. • Provide metrics on services to support service level agreements. • Develop, implement, and maintain training. • Review data sharing agreements prior to release of confidential information. • Monitor or track project milestones and deliverables to ensure that the project deliverables are on time, within budget and at the required level of quality. • Conduct research and perform analysis to recommend Salesforce related system upgrades, cost-effective solutions, and process improvements to meet current and future needs. • Configure and support Okta and set-up the onboarding process and managing users for the CARES systems. • Develop reports in Salesforce, Tableau etc. • Acts as Sparx Systems administrator and provides support in managing the system.
15%	• Develop and sustain cooperative working relationships with project stakeholders through all project phases. • Document lessons learned and analysis and evaluation reports based on staff usage of Salesforce. • Evaluate, monitor, and ensure compliance with laws, regulations, policies, standards, or procedures. • Keep abreast of changes in industry practices, technology trends, and emerging technology trends by reviewing current literature, talking with colleagues, participating in educational programs, attending meetings or workshops, or participating in professional organizations or conferences. • Provide support to the CWDS Help Desk team to identify and debug the defects. • Deploy the code through the CI/CD pipeline and suggest improvements for efficient operation. • Review and report the automation scripts and security scanning results to the supervisor.
Percentage of Duties	Marginal Functions
5%	Perform other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

Standing: Intermittent (34-50%)	Sitting: Intermittent (34-50%)
Walking: Infrequent (7-12%)	Temperature: Temperature Controlled Office Environment

Lighting: Artificial Lighting	Pushing/Pulling: 1-25% of the time	
Lifting: 1-25% of the time	Bending/Stooping: Not Applicable	
Other: Sit Stand Desk. Telework may be available depending on business need.		
Type of Environment: a. High Rise b. Cubicle		
Interaction with Public: a. Required to assist customers on the phone and in person. b. Select c. Select.		
5. SUPERVISION		
Supervision Exercised (e.g., Directly – 1 Information Technology Supervisor II; Indirectly – 5 Information Technology Associates) None.		
6. SIGNATURES		
Employee's Statement: I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Duty Statement and can perform the duties outlined above without a Reasonable Accommodation.		
Employee's Name (Print) Vacant		
Employee's Signature	Date	
Supervisor's Statement: I have reviewed the duties and responsibilities of this position and have provided a copy of the Duty Statement to the Employee.		
Supervisor's Name (Print) Mani Jha		
Supervisor's Signature	Date	
7. HRD USE ONLY		
Human Resources Division Approval		
☒ Duties meet class specification and allocation guidelines.	HR Analyst initials	Date approved
☐ Exceptional allocation, 625 on file.	NM	3/22/2022
Reasonable Accommodation Unit use ONLY (completed after appointment, if needed) * If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation form and submit to Human Resource Division (HRD), Reasonable Accommodation Coordinator. List any Reasonable Accommodations Made: <i>Click here to enter text.</i>		

**** AFTER SIGNATURES ARE OBTAINED:**

- SEND THE ORIGINAL DUTY STATEMENT TO HRD TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)
- PROVIDE A COPY TO THE EMPLOYEE
- FILE A COPY IN THE SUPERVISOR'S DROP FILE