DUTY STATEMENT

Employee Name:

Classification:  
Information Technology Specialist I  
(Software Engineering)  

Position Number:  
581-150-1402-909  

Working Title:  
Operation Center Technical Specialist & Integrator  

Work Location:  
1616 Capitol Ave., Sacramento, CA  95814  

Collective Bargaining Unit:  
R01  

Tenure/Time Base:  
Permanent/Full-Time  

Center/Office/Division:  
Information Technology Services Division  

Branch/Section/Unit:  
Information Technology Services Division/  
ITSD Operations Center  

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 Information Technology Manger I (ITM I), IT Operations Center Chief, the Information Technology Specialist I (ITS I) serves as an IT Operation Center Technical Specialist and Integrator, responsible for the monitoring of CDPH’s Disease Surveillance and Response network and systems. The ITS I will assist CDPH in centralizing and improving departmental IT operations to prevent, detect, and respond to service disruption impacting California’s response to disease outbreaks.

ITS I will help the team in establishing the processes, functions, skills, resources, metrics, and tools necessary to ensure IT service monitoring, detection, response, continuity, and availability.
The ITS I will exercise a high degree of independence and proficiency in troubleshooting, problem solving, handling, and resolving challenging and difficult IT operation issues that are time sensitive and publicly and politically visible.

The ITS I 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, and System Engineering domains.

### Special Requirements

- ☒ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Less than 5% occasional travel to remote offices for meetings and conferences.
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☒ Other: Occasional work outside business hours, including weekends to support production processes.

### Essential Functions (including percentage of time)

#### 45%

Provides ongoing support in ITSD’s mission in strengthening and enhancing its capabilities and capacity in responding to current and future California health hazards by performing ongoing full lifecycle product support services on CDPH’s information technology on-premise and cloud infrastructure, systems, platforms, and tools. Provides robust and responsive customer service by engaging programs in the identification of business opportunities and modernization needs that impact CDPH surveillance related systems.

Develops, publishes, and maintains visualizations, dashboards, and metrics to monitor cloud and on-premise data pipelines and integrations that support CDPH’s Disease Surveillance and Response systems; Analyzes, develops, and adjusts monitoring thresholds to alert stakeholders of production issues. Uses platform-based service tools such as Service Now, Data Dog, App Dynamics, Tableau, Microsoft Insight, Snowflake, New Relic, Power BI, MuleSoft, Splunk) to support this function.

#### 30%

Routine monitors critical systems and reports. Coordinates corrections, when required, for enterprise network, application, hardware, security, and data center/office environments using CDPH enterprise tools for performance monitoring, alerting, response, and capacity management. Answers calls, monitors IT system/network health checks and alerts, creates tickets, and carries out initial triage to resolve issues. Coordinates with IT teams and clients in the identification and troubleshooting of issues.
20% Helps facilitate the diagnosis, impact assessment, resolution, communication, and closure of incidents. Communicates and escalates issues to higher-level team members and management as necessary. Maintains the appropriate communication channels within intra teams and outside so that all stakeholders are kept informed in a time bound manner. Track and document all defects and resolutions in detail.

### Marginal Functions (including percentage of time)

5% Participates in IT procurement activities by serving as a technical member on the evaluation and acquisitions team during the evaluations of draft and final project and system proposals. Assists in developing and maintaining application development requirements. Performs other job-related duties as assigned.

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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.

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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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**HRD Use Only:**
Approved By: CW
Date 6/29/22