DUTY STATEMENT

Employee Name:

Classification: Information Technology Specialist II
Position Number: 580-151-1414-909

Working Title: Senior Application and Database Developer and Administrator
Work Location: 1616 Capitol Avenue
Sacramento, CA 95814

Collective Bargaining Unit: R01
Tenure/Time Base: Permanent/Full-Time

Center/Office/Division: Information Technology Services Division
Branch/Section/Unit: Application Technology and Support Branch (ATSB) / Informatics Data Exchange & Applications Section (IDEAS)

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 general direction of the Information Technology Manager I (ITM I), Informatics Data Exchange and Applications Section (IDEAS) Chief, the Information Technology Specialist II (ITS II) serves as the Senior Application and Database Developer and Administrator and is responsible for performing a wide variety of tasks requiring innovative problem solving for multiple IT systems and interfaces. The ITS II will architect and implement technological solutions to database/data warehouse, interfaces and application systems including but not limited to development, technical system configuration, optimization and performance tuning, and problem resolution. The ITS II will provide management advisement in enterprise strategy, policy, adoption, architecture, and maintenance of complex IT solutions, accounting for all aspects of mission critical products,
database, various applications and interfaces (on-prem and in-cloud) through their lifecycle. The ITS II addresses all aspects of complex IT systems that includes administrative, security, customer education, and outreach aspects. The ITS II establishes effective working relationships with all stakeholders.

The ITS II ensures application architect and enterprise wide shared on-premise and cloud application services align with the CDPH standards and vision by designing technology solutions that enable the department’s ability to make key service decisions that are backed by data and are focused on public health outcomes, while ensuring the most complex/critical information interoperability is established between other CDPH programs, state departments, Federal programs, and external vendor Software as a Service (SaaS) service and in-cloud platform providers.

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:
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☑ Other: This position supports mission critical applications and databases and requires consistent and regular attendance, after hours and weekend work as needed.

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

30% Perform the expert level application, interface, and database/data warehouse architect/systems design, development, optimization, performance tuning, configuration, and implement and product life cycle support of software using state approved development standards. Collaborate with stakeholders to design and implement databases that address data management needs, such as data capture, ETL (Extract, Transfer, Load), SSIS (SQL Server Integration Services), SSRS (SQL Server Reporting Services), data modeling, data integrity, data security, data access, and data exchange within the State of California and externally. Create, enhance, and maintain information technology (IT) software solutions using CDPH approved programming languages to meet department requirements and expectations with regards to efficiency and effectiveness. Ensure critical on-prem and in-cloud system services and architecture are maintained and operating at optimal efficiency (e.g. system interfaces, web services, end of day batch, backups and recovery, restoration, failover, clustering, replication, certificates, ETL). Troubleshoot, problem solve, handle and resolve the most challenging and difficult application issues that are time sensitive and publicly and politically visible. Work with all levels of impacted staff (e.g. public, participants, vendors, county, state, control agencies, federal) and act as a liaison between Program and IT Stakeholders.

30% Maintain and support various clustered application and database platforms, on-prem and in-
cloud, including but not limited to software installation and version upgrade, backup and restore, jobs setup and scheduling, etc. Review existing service monitoring tools, system health checks and alerts; updates as necessary and develop new health checks to further improve operations using scripting tools and platforms (e.g. Microsoft Log Analytics, Power BI, Structured Query Language (SQL) server, SnowFlake, PowerShell, JavaScript, VBScript). Perform and complete M&O (Maintenance & Operations) work using the branch’s suite of technology tools, platforms, and programming languages (e.g. .NET Framework, VB.NET, ASP.NET, XML, JSON, Python, DevOps, Mulesoft, DataLake, AWS and Azure Cloud services, F5, DNS, LDAP, Power Designer, Cherwell, Visio, ServiceNow, Team Foundation Services).

20% Maintain knowledge of industry technologies, practices, and trends; make recommendations to management on the adoption of new tools, platforms, processes, and procedures to improve service delivery and operational efficiencies. Respond to production incidents and calls; perform impact assessment; provide technical troubleshooting, research, analysis, and mitigation resolution to restore service. Ensure that management, program partners, help desk personnel, and internal and external stakeholders are kept informed with periodic updates on status of resolution. Conduct post incident root cause analysis. Participate in production incident debriefs, present findings, and make recommendations to management to prevent future incidents.

10% Stay current on statewide IT policies in accordance with the State Administrative Manual and Statewide Information Management Manual. Present the system requirements to a wide variety of distributed computing systems experts at the state, local, federal level and with technical architecture consultants. Ensure CDPH application systems meet CDPH, State, and CDT (California department of Technology) security standards and requirements.

5% Assist 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. Assist 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.

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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.

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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