DUTY STATEMENT

Employee Name: [Name]

Classification:
Information Technology Specialist I (Software Engineering)

Position Number:
580-151-1402-909

Working Title:
Application and Database Support Specialist

Work Location:
1616 Capitol Ave.
Sacramento, California 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/
Informatics Data Exchange & Applications
Section

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 direction of the Information Technology Manager I (ITM I), Section 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 a 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 performs duties in the Software Engineering, Systems Engineering, and Business Technology Management domains.
## Special Requirements

- [x] Conflict of Interest (COI)
- [ ] Background Check and/or Fingerprinting Clearance
- [ ] Medical Clearance
- [ ] Travel: This position is subject to limited travel (less than 5%, within Sacramento area).
- [ ] Bilingual: Pass a State written and/or verbal proficiency exam in
- [ ] License/Certification:
- [x] Other: Requires after hours and weekend support as needed.

## Essential Functions (including percentage of time)

### 25% Serves as subject matter expert on application software development life cycle, system administration, and security for new and existing on-prem and in-cloud applications at all stages and in all environments. Performs complex system analysis, proposes suggested solutions and designs 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 (i.e. MS Visual Studio, C#.NET, Visual Basic.NET, J2EE, Java Script, XML, and HTML). 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 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. Plans, coordinates, and conducts walkthroughs and user trainings for changes and modifications to existing/updated systems.

### 25% 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. Diagnoses, analyzes, troubleshoots, and resolves hardware/software conflicts related to various causes.

### 25% Serves as a subject matter expert in providing database administration, including, but not limited to database design, development, implementation, installation/configuration of database servers and database software, resolution of complex technical problems, database security monitoring, database performance monitoring, database backup and recovery, 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), SharePoint, Tableau, Snowflake or other reporting software to create reports.

20% Maintains and supports 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. Reviews existing service monitoring tools, system health checks and alerts; updates as necessary and develops new health checks to further improve operations using scripting tools and platforms (e.g. Microsoft Log Analytics, Power BI, SQL server, SnowFlake, PowerShell, JavaScript, VBScript). Performs and completes Maintenance and Operation (M&O) 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).

<table>
<thead>
<tr>
<th>Marginal Functions (including percentage of time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>5% Performs other job-related duties as assigned.</td>
</tr>
</tbody>
</table>

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.)

<table>
<thead>
<tr>
<th>Supervisor’s Name:</th>
<th>Date</th>
<th>Employee’s Name:</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor’s Signature</td>
<td>Date</td>
<td>Employee’s Signature</td>
<td>Date</td>
</tr>
</tbody>
</table>

HRD Use Only:
Approved By: CW
Date: 2/23/22