Position Duty Statement

Date:	Name of Incumbent:
July 1, 2022	Vacant
Civil Service Title:	**Position Number:**
Information Technology Specialist I	364-500-1402-007
Working or Job Title:	**Division/Unit:**
Information Technology Specialist I	Digital Innovation& Infrastructure – Application Development
Supervisor's Civil Service Title:	**Location:**
Information Technology Manager I	Sacramento
Supervisor's Working Title:	**Work Hours/Shift:**
Director, Application Development and Network Support	
Conflict of Interest Disclosure Category: ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ N/A	**License or Other Requirement:**

Supervises:

You are a valued member of the Department's team. You are expected to work cooperatively with team members and others to enable the Department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

Program Identification:

Within the California Community Colleges Chancellor's Office, the Digital Innovation & Infrastructure division works to improve the student experience and improve student outcomes through the innovative application of education technology and data resources. The division provides IT services, including Data Management, Application Development, Network Support, and Education Technology. The Application Development unit designs, develops, and maintains software applications used by agency staff, the community colleges, and other partners to accomplish the goals and operations of the Community College system. The unit writes specifications for third party and off-the-shelf products and participates as a subject matter expert.

Summary Statement:

Under the general direction of the Director, Application Development and Network Support, and with technical direction from other Information Technology Specialists, the Information Technology (IT) Specialist I develops and maintains software applications in one or more assigned areas. The IT Specialist I develops relationships with customers to gather software requirements and provides support throughout the software development lifecycle. The IT Specialist I engages in team-oriented application development by contributing to multiple projects. The IT Specialist I serves as a consultant to system implementations, including custom applications or off-the-shelf products, by reviewing application architectures and implementing one-time and ongoing integrations.

Domain(s): Software Engineering, Business Technology Management, IT Project Management

Essential Functions (E) – Marginal Functions (M)	
%	**Job Description**
60% (E)	Develop and maintain mission-critical applications using enterprise standard technologies and platforms. Facilitate system requirements by gathering with customers directly or serving as a business analyst. Implement, test, and deploy necessary changes from resolution of defects, business changes, or prioritized lists of features or requests. Develop and maintain applications using Microsoft's technology platform (SQL Server, .Net Framework, .Net, MVC, Web Forms, and Razor Pages), and web technologies such as HTML, CSS, and Javascript. Use DevOps Services for version control and to collaborate on development tasks and software releases. Provide operational support for applications in other technologies and develop migration plans to standardize to supported technologies. Develop and design application databases, ensuring data integrity, quality, security, and design of data models consistent with business requirements.
20% (E)	Provide technical consulting to projects adopting custom applications or off-the-shelf products. Review technical architecture for compatibility with best practices and Chancellor's Office standards and advise project and division management of issues; Gather requirements, design, and implement one-time or ongoing integrations between systems. Contribute as a subject matter expert in product or vendor evaluations. Develop expertise in low-code development platforms such as ServiceNow, Adobe Sign, and Microsoft Office 365. Become a skilled resource able to coach other developers on integration with 3rd party products and personally implement pilot efforts and the most complex integrations.

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10% (E)	Contribute to the application development processes such as DevOps, testing, security and other areas by proposing new processes, creating documentation for existing procedures, or contributing during Team working groups such as the Change Advisory Board.
5% (M)	Monitor and research emerging technology in application development or related technology trends to brief the team and Director on upcoming issues or opportunities
5% (M)	Other duties as assigned.

IMPACT AND CONSEQUENCE OF ERROR:
- Errors in application could lead to a mistaken implementation of a policy, legislation or business rule, and result in an outage, delay, or financial consequence to the agency.

PROFESSIONAL CONTACTS:
- Requires frequent contact with agency staff, community colleges, and other end users of assigned applications. Requires interaction with Application Development and other teams to determine and influence technical requirements and operating norms.

SPECIAL PERSONAL CHARACTERISTICS:
- Positive attitude, open-mindedness, flexibility, and tact.
- Excellent organizational skills.
- Focus, attention to detail, and follow-through.
- Multitask, meet deadlines, and adjust to changing priorities in a cooperative manner.
- Good attendance and punctuality record.
- Consistently exercise a high degree of initiative.
- Analyze situation and adopt effective course of action.
- Communicate confidently and courteously in a clear and concise manner.
- Act independently and work well as a team member.
- Receive and follow direction from supervisors/lead person.
- Experience with and knowledge of the Systems Development Life Cycle (SDLC) and Agile development.
- Ability to develop software applications using relational database management systems.
- Awareness and enthusiasm to learn and apply modern development techniques, including accessibility, security, and application performance.

WORKING AND ENVIRONMENTAL CONDITIONS
- Operate a computer for extended periods of time
- Willing and able to occasionally travel within the state
- Ability to telework
- Communicate in a clear and concise manner
- Work environment will be in a climate-controlled office under artificial lighting
- Hybrid work setting provided

I have read and understand all the requirements and information and discussed the duties listed above with my supervisor and can perform them either with or without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

Employee Signature:	**Date:**

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature:	**Date:**