

**DUTY STATEMENT**  
DSH3002 (Rev. 01/2020)



*Box reserved for Personnel Section*

|  |   | RPA #   | C&P Analyst Approval      | Date                    |              |
|--|---|---|---------------------------|-------------------------|--------------|
| <b>Employee Name</b>   |   | <b>Division</b><br>Technology Services Division |                           |                         |              |
| <b>Position No / Agency-Unit-Class-Serial</b><br>461-102-1415-003  |   | <b>Unit</b><br>Electronic Health Record-WLAN    |                           |                         |              |
| <b>Class Title</b><br>Information Technology Specialist III<br>(Working Title: Infrastructure Architect)   |   | <b>Location</b>                                 |                           |                         |              |
| <b>Subject to Conflict of Interest</b><br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  |   | <b>CBID</b><br>M01                              | <b>Work Week Group:</b> E | <b>Pay Differential</b> | <b>Other</b> |
| <p><b>Briefly (1 or 2 sentences) describe the position's organizational setting and major functions</b><br/>Under the administrative direction of the Project Director over the Electronic Health Record Section (EHRS), the IT Specialist III serves as the lead Infrastructure, cloud, automation &amp; services technical expert &amp; architect, demonstrating a high level of technical competence as the chief systems architect over highly complex Continuum infrastructure. Maintains, updates, and creates detailed enterprise scale systems architecture for all mission critical back-end server, compute and storage technologies required to ensure daily operations, uptime, and success of the Continuum suite of applications and services across all DSH facilities. Ensures the proper building, implementation, and maintenance of the highly complex and multi-layered infrastructure systems needed to support the large scale of the Continuum suite of application systems and its hardware/software integrations.</p> |   |   |                           |                         |              |
| <b>% of time performing duties</b>   | <b>Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first; percentage must total 100%. (Use additional sheet if necessary).</b>  |   |                           |                         |              |
| 25%  | Plans, designs, installs, configures, monitors, and maintains the physical or virtual back-end, cloud or other Infrastructure required to support the entire Continuum suite of tools, IOT endpoints and integrations, including but not limited to compute, storage, IOT, and database systems. Implements and builds the most complex, modern Infrastructure technologies on-prem and in the cloud for the department in support of the release and long-term success of the Continuum suite of applications. |   |                           |                         |              |
| 20%  | Develops highly complex micro and macro automations, scripts, integrations, code, and custom tooling on-prem and in the cloud that will interact with the back-end storage, IOT and computer systems powering the Continuum suite of applications and services. Ensures reliable uptime, timely patching, security, level of service, overall maintenance, and the proper automated scaling up/down of back-end resources as needed to dynamically support Continuum stakeholders, vendors, and end-users.      |   |                           |                         |              |
| 15%  | Investigates and resolves the most complex, difficult to solve infrastructure related computer software and/or hardware problems for a wide range of Continuum stakeholders, from other engineers and contractors to system administrators, developers, executives, and end users. Answers highly complex architectural questions, addresses difficult and complex trouble tickets by   |   |                           |                         |              |

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|                    | <p>applying advanced high-level knowledge of the inner working of the infrastructure related computer software, hardware, IOT, cloud, automation and systems architecture powering the Continuum application suite. Trains users, engineers, contractors, executives and other Continuum stakeholders on software, architecture, complex systems, and hardware on-site or in a virtual environment as required to maintain system performance and business continuity.</p>   |
| 10%                | <p>Designs, builds, implements, and tests all Infrastructure related systems for security vulnerabilities and best security practices to keep the enterprise secure. Applies advanced security first principles while evaluating the complex array of systems and infrastructure across the cloud and local datacenters involved in the Continuum suite of applications. Working collaboratively with the Information Security Officer and the Information Security Unit, third party vendors, customers, clients, engineers, and other Continuum stakeholders, the IT Specialist III serves as an infrastructure security expert, ensuring all systems, servers, services, IOT devices and architecture is always following security best practices while maintaining operational efficiency of enterprise systems.</p> |
| 10%                | <p>Writes and maintains highly detailed technical roadmaps, documentation, enterprise scale architecture plans, and systems blueprints on the most complex, highly scalable IT infrastructure systems involved in running the Continuum suite of applications and integrations. Documents and maintains production ready data flow, systems diagrams and technical policies to maintain and meet uptime SLA's for all critical Continuum infrastructure systems.</p>   |
| 10%                | <p>Collaborates with cross discipline engineering teams, vendors, contractors, product &amp; project managers, and fellow operational teams to architect, break down and develop both strategic and tactical solutions to daily complex infrastructure related technical issues both on-prem and in the cloud, planned or unplanned. Acts as a highly skilled, chief technical liaison between clients, business users, service engineering teams, contractors, vendors and support staff working on the most complex and challenging technical solutions required to maintain back-end server systems and infrastructure in support of the Continuum suite of applications, integrations and services.</p>  |
| 5%                 | <p>Trains, mentors, and guides fellow engineering staff across disciplines and plays a direct role in the training and development of peers, cross team engineers and senior/junior level systems engineers working within the Continuum system to ensure a wide range of knowledge transfer is completed regularly, ensuring system stability over the long term.</p>   |
| 5%                 | <p>Other Information Technology Specialist III job-related work as assigned by management.</p>   |
| Working Conditions | <p>Up to 75% of the essential functions of this position may be performed via telework and/or with flexible scheduling. Consistent with Policy Directive 5338, Telework may be considered with prior approval from management. If approved, incumbent is expected to provide in-office coverage on a rotational basis, and attend a variety of face to face meetings, and/or may travel throughout California as needed, with prior notice.</p>  |

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|                          | <p>Independence of action and the ability to manage time and multiple priorities is required.</p> <p>Use of technology, including but not limited to Microsoft Office, Microsoft Teams, WebEx, Zoom, and other virtual platforms is required. Incumbent may be required to sit for long periods of time using a keyboard and video display terminal or when traveling to other locations; travel may be required to DSH facilities.</p>   |
| <p>Other Information</p> | <p>Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.</p> <p>The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers. Incumbent must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The incumbent must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and control agencies and other departments.</p> <p>The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. Additionally, the TSD team will have access to and responsibility for the protection of very sensitive and confidential information and protected health information.</p> <p>The TSD plays a significant role in ensuring continuity and quality of DSH's and its hospitals and psychiatric programs delivery of services and patient care through the delivery of highly effective IT service delivery systems. Consequence of error may result in minor to major IT service unavailability or ineffectiveness, causing direct impacts to the delivery of care to DSH patients. A required function of this position is to consistently provide exceptional customer service to internal and external customers.</p> <p><b><u>Statement of Economic Interests / Form 700 Requirements:</u></b><br/> The Political Reform Act requires employees who serve in this position to file a Statement of Economic Interest (Form 700) as designated in the department's conflict-of-interest code. Your Form 700 is due within 30 days of assuming office/position, annually, and within 30 days of leaving office/position. The annual Form 700 due date is determined by the Fair Political Practices Commission and is generally due on or about April 1 of</p> |

each year. The statements must be submitted to the Sacramento Filing Officer. These statements are public access documents. You will receive reminders from the Sacramento Filing Officer regarding completion of the statements; however, it is your responsibility to ensure you are compliant with all regulations and requirements. For additional information regarding the Statement of Economic Interests or regulations, please contact the Sacramento Filing Officer.

**Ethics Training and Compliance:**

Pursuant to Assembly Bill 3022 and Government Code 11146.4, employees required to file a Form 700 Statement of Economic Interests must complete an Ethics orientation training course within six months of assuming a Form 700 designated position, and every two (2) years thereafter, by December 31 of each even numbered year. The Ethics training governs the official conduct of state officials. You will receive reminders from the Sacramento Filing Officer regarding completion and documentation of the training; however, it is your responsibility to ensure you are compliant with the required training. Your Ethics training record and certificates of completion are public access documents. For additional information regarding the Ethics training and regulations regarding this requirement, please contact the Sacramento Filing Officer.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

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\_\_\_\_\_  
Employee's 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's Signature

\_\_\_\_\_  
Date