

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

INFORMATION TECHNOLOGY SPECIALIST II

POSITION NUMBER:

777-1402-003 (SALESFORCE)

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

INFORMATION SYSTEMS DIVISION

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

INNOVATIVE TECHNOLOGY SOLUTIONS BRANCH

SUPERVISOR'S NAME:

VACANT

SUPERVISOR'S CLASS:

IT MANAGER I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ None
- ☒ Other (Explain below)

-LiveScan Fingerprinting clearance required.

-Occasional travel throughout the state of California may be required.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

- ☐ None ☐ Supervisor ☐ Lead Person ☒ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

Provides lead direction to technical state staff and contract technical services staff for Salesforce, Microsoft Dynamics, and .Net framework based solutions.

MISSION OF ORGANIZATIONAL UNIT:

Information Systems Division's (ISD) mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by California Department of Social Services (CDSS) business units.

ISD accomplishes this by:

- Effectively managing information systems and equipment;
- Planning, communicating and implementing responsible information technology policies and solutions; and,
- Sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

Under the general direction of Innovative Technology Solutions Branch (ITSB) Manager, IT Manager I, the Information Technology Specialist II (IT Spec. II) codifies the enterprise vision, leads the solution architecture, technical development, implementation, maintenance and support of DSS systems. The IT Spec. II provides technical expertise in architecture, design, development, and ongoing support to the applications supported by ITSB. The IT Spec. II leads staff and consultants. The primary duties of the IT Spec. II include developing and maintaining the technical architecture of solutions, operation, and maintenance of systems including user research, user-centric design, development and configuration, testing, and iterative implementation of the business application services.

A. RESPONSIBILITIES OF POSITION:

40% Serve as a senior consultant providing technical expertise in defining and establishing enterprise architectural standards and best practices. Responsible to plan, design, develop, configure and implement solutions using tools like Salesforce, Microsoft Dynamics, and .Net framework. Establish and maintain architectural/design standards, adhering to applicable State and Federal requirements with respect to security and privacy of data held within or transacted through DSS systems, as well as meeting requirements for information sharing, performing cost-benefit analysis, and meeting the business goals of DSS program areas, County stakeholders and clients. Defines and evolves the architecture for the system. Analyzes existing business processes and develop as-is and to-be technical design and architecture documents. Leads the design of conceptual, logical, enterprise and physical data models and identifies and evaluates the required technology and tools and aligns with security standards. Designs architecture, and solutions that will support mandated security and functional requirements. Optimizes architectural solutions for the benefit of the project and plays a major role in advising the state on aligning information technology strategy, approaches and policy. Develops and maintains knowledge of the present state and trajectory of the existing systems and interfaces, and leads development of accurate and up-to date system and architectural documentation. Leads technical assessment to document relationships between business processes at an enterprise level.

30% Responsible for leading technical enterprise architectural design, managing technical contract resources, participating in requirement definition and reviews, and ensuring business and technical requirements account for impacted subsystems and applications. Interfaces with multiple stakeholders including programs, other departments, county consortia, end-users, public stakeholders, IT staff, and the Information Security Officer on requirements, standards and project status. Develops documentation as necessary for the new system solution. Provides research and written information as necessary to support project documentation required by Agency and/or Federal partners which may include: planning documents, stage requirements, feasibility studies, architecture diagrams, funding documents and/or project status documentation. Supports project functions, reporting requirements, approvals and represent the sponsors as required. Works closely with program, management and state oversight organs to determine feasibility of product features. In support of the product owner, develops and maintains a thorough knowledge of stakeholders, business processes, the data they create and the interfaces they require. Supports development and maintenance of road maps for both the ITSB and, in collaboration with business and technical representatives from other departments, systems that will interface with the DSS systems to ensure that design and development harmonize trajectory. Leads development of use cases for POC, as well as tightly defined, baselined metrics for evaluation of vendor POC solutions. Provides oversight of vendor resources.

15% Coordinates with key stakeholders including state-level control agencies to provide detail on procurement results, contract management strategy, organizational/project readiness and project baselines and target metrics. Supports delivery of PAL process artifacts as well as supporting the contract manager. Assists in creating and maintaining deliverables using CA-PMF processes and templates and support IT procurement activities, including contributing to SOW, Mandatory qualifications, evaluation criteria and processes. Utilizes excellent organization and written and verbal communication skills in working with Executive Managers, internal team members and customers. Creates documentation adhering to CA-PMF standards for a variety of technical and non-technical audiences. Guides in generating design specifications for software development, translating business requirements into functional, architectural, behavioral and environmental technical requirements for development.

10% Support organizational change management and product publicity narratives. Demonstrates depth of leadership and expertise in enterprise architecture. Encourages innovation and supports approaches emphasizing modular architectural and modern development and deployment approaches. Escalates at-risk tasks to Program Leadership. Assists in developing, implementing a product governance plan. Supports coordination of communication efforts to keep the stakeholders informed about planned change and release-related activities statewide.

5% Provides consultation to others within ISD and supports special projects for Executive Management.

B. SUPERVISION RECEIVED:

The Information Technology Specialist II (IT Spec. II) is under the general direction of the Information Technology Manager I within Innovative Technology Solutions Branch.

C. ADMINISTRATIVE RESPONSIBILITY:

Leads development of the enterprise and technical reference architecture for Salesforce, Microsoft Dynamics, and .Net framework etc. based solutions. Responsible for developing the use cases for the vendor POC, and defining baselined criteria for evaluation of vendor submissions. Responsible for functional analysis, process re-engineering efforts, architectural design, and identifying cogent, coherent and compliant technical solutions for the defined business problem space. The position is responsible for developing an excellent understanding of Master Data Management (MDM) solutions, as well as impacts of the security and privacy implications associated with PII, HIPAA, confidential, or PHI data intended for holding within, or transacting through, ISD systems via any of a number of Application Program Interfaces (APIs). Responsible for building and maintaining a thorough knowledge of data intended for passage through, or holding within, the ISD systems from State, Federal, third-party, and county consortia source systems.

D. PERSONAL CONTACTS:

The IT Spec. II has contact with staff at all levels of the Department as well as representatives of other departments and Agency, including OSI, DHCS, DOF, EDD, DOJ, FTB, DMV, General Services, Department of Technology and technical services vendors, as well as federal control agencies, including IRS, SSA, and FNS and trading partners and third-party vendor services providers.

E. ACTIONS AND CONSEQUENCES:

The business success of many of the department's most visible and critical programs depends on successful verification of individual identity. Failure to develop, maintain and apply standards, policies and principles related to required identity verification prior to disbursing benefits for means-tested human services programs may lead to overpayments, overissuances or erroneous payments, resulting in both federal and state sanctions against the CDSS and its management. Furthermore, erroneously denying services or benefits may result in substantial negative outcomes, leading to potential legal and financial consequences for the CDSS and its management.

F. OTHER INFORMATION:

The position may require occasional travel throughout California for the purposes of research and stakeholder engagement. The position requires operating a computer terminal approximately 80% of the time. This position is subject to LiveScan fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).