

Current Proposed

Classification Title Information Technology Specialist I	Division/Unit Information Technology Division, Enterprise Applications
Working Title ASP.Net Developer	IT Domain (if applicable) Software Engineering
Position Number 363-175-1402-020	Effective Date TBD
Name VACANT	Date Prepared 8/18/2022

CalHR Mission and Vision

The California Department of Human Resources (CalHR) is responsible for issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Vision: To be the premier leader and trusted partner in innovative human resources management.

Our Mission: To provide exceptional human resources leadership and services with integrity, respect and accountability to state departments and all current and prospective employees.

General Statement

Under the direction of the Information Technology Supervisor II, the Information Technology Specialist I is responsible for functioning as a project/program and technical expert within a team of programmers and information technology professionals responsible for developing and supporting systems that provide quality services to the Department of Human Resources and State Personnel Board information user community. The incumbent will serve as a member of the CalCareers Development Team in the Enterprise Applications Unit and works independently along with other programmers and information technology professionals in very complex programming, analysis, and design tasks.

Duties include, but are not limited to, the following:

Job Functions

[Essential (E) / Marginal (M) Functions]:

Percentage (%)	(E) or (M)	Job Duties
35%	(E)	<p>Solutions Development – Define, Plan, Develop, Test, and Implementation</p> <ul style="list-style-type: none"> • Acts as a project leader on applications and/or information technology system problems; and works independently as a technical specialist on application lifecycle duties for commercial and custom products by configuring and/or using standard CalHR programming, scripting, application programming interfaces, and languages to create and modify applications. • Designs and creates viable screen interfaces, database designs, software module specifications and interface specifications. • Documents application configuration specifications, entity relationship diagrams, data flow diagrams, data repositories, structured designs, project plans and test plans. • Develops business case rules, test cases and test plans to be used in conducting testing, validation, and verification. • Conducts application testing which includes, unit, integration, regression, performance, capacity, and automated testing. • Assesses and analyzes business testing scenarios and test cases that meet the proper testing levels for requirement acceptance testing. • Assesses and discusses the need for process improvement and program enhancement with management, as organization needs change. • Gathers, assesses, and analyzes business and system requirements for complex and highly sensitive application and data systems.
25%	(E)	<p>Develops and Maintains Data Architecture and Data Management</p> <ul style="list-style-type: none"> • Performs application database administrator support of enterprise commercial and custom applications. • Creates and maintains database designs and modifications. • Designs databases to meet the specifications associated with application designs, and provides for performance, and maintenance of data integrity. • Maintains database including performing database tuning, backup, recovery, monitoring, and troubleshooting to enable the recovery of invalid or malfunctioning databases caused by physical device failure or database corruption. • Performs data export, import, transformation, extraction which may involve large and highly confidential data sets.
20%	(E)	<p>Solutions Support – Maintenance, Operations, Lifecycle Management</p> <ul style="list-style-type: none"> • Performs application development functions to include upgrades, monitoring, tuning, troubleshooting, and repairing

		<p>application systems and dependent components or sub-systems. This includes performing system administration functions related to systems, software and application code management.</p> <ul style="list-style-type: none"> • Administers routine application support activities associated with application health and quality such as configuring, monitoring, permissions management, log file management, process management, notification configuration and response, conducting backup/recovery operations as needed to support essential services. • Monitors products for upgrades and coordinates with all impacted support teams and customers to complete upgrades when needed. • Performs functions associated with customer relationship facilitation responding to customer problems and requests not covered in the service desk knowledge base. • Resolves installation, configuration, software/application procedure problems and defects encountered by system users. This includes serving as a technical instructor for fellow application and infrastructure coordinators regarding application functionality.
10%	(E)	<p>Policy, Standards, Guidelines and Procedures Development</p> <ul style="list-style-type: none"> • Researches, develops configuration, and documents all aspects of infrastructure and software architecture support for a complex environment including but not limited to the following: physical and logical designs, hardware and software specifications, business and system requirements, project scope, deliverables, schedules and budgets, system test specifications and results, service definition, operations, process, procurement, policy, standards, training, asset inventory, and other documentation as required. • Provides complete written documentation of systems, processes and procedures in such a way that the systems can be maintained by other staff. • Develops policy, standards, guidelines and procedures to support the operations environment leveraging existing reference materials.
5%	(E)	<p>Maintain and Develop Technical Expertise</p> <ul style="list-style-type: none"> • Serves as a mentor to other technical staff and business units to ensure that succession planning is addressed and applications/systems are utilized in an efficient and productive manner. • Attends training, seminars, webinars, and self-directed training sessions to ensure that incumbent is technically proficient with relevant technology, trends and industry best practices.
5%	(M)	<p>Non-Essential or Marginal Functions (M)</p> <ul style="list-style-type: none"> • Performs other duties as required including representation at functions such as meetings, focus groups and workshops.

		<ul style="list-style-type: none"> Evaluates and recommends internal process improvements and provide written documentation as needed.
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Supervision Received

The Information Technology Specialist I reports directly to and receives the majority of assignments from the Information Technology Supervisor II; however, direction and assignments may also come from the Information Technology Manager I.

Supervision Exercised

None.

Special Requirements / Desirable Qualifications

None.

Working Conditions

The duties of this position are performed indoors. The employee’s workstation is located at 1515 “S” Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes.

Include information on travel, overtime, and environmental factors. Describe physical tasks performed, operating machinery or equipment, ability to lift, etc.

Attendance

Must maintain regular and acceptable attendance at such level as is determined at the Department’s sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

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 hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the RA Coordinator.)

*A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Printed Name	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	Supervisor Printed Name	Date