

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

Information Technology Specialist I

POSITION NUMBER:

800-713-1402-001

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

Information Systems Division/POST

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

Technology Administrative Services Bureau

SUPERVISOR'S NAME:

VACANT

SUPERVISOR'S CLASS:

Information Technology Supervisor II

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)*

Finger printing 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.

The IT Specialist I leads staff and managers within ISD in all aspects of Information Technology services contracting and procurements.

## MISSION OF ORGANIZATIONAL UNIT:

ISD's mission is to develop, support and promote the business value of information technology (IT) which comes from the ability to conduct business processes more reliably, faster and at a lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by 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 direction of the Information Technology Supervisor II within the Technology Administrative Services (TAS) Bureau, the Information Technology Specialist I provides expert level knowledge and support to the entire Information Systems Division (ISD) in the area of Information Technology (IT) acquisitions, both contracting and procurements.

### A. RESPONSIBILITIES OF POSITION:

30% By applying knowledge of technical and system requirements, position will be a lead IT contracting specialist providing IT consultation to ISD and program staff in all aspects of IT contracting and procurement in support of specific programmatic and business needs. Position will plan, monitor, control and perform tasks associated with the most complex acquisitions of all IT products and services, including, but not limited to, working collaboratively with ISD technical staff subject matter experts (SME) to develop IT services scope of work (SOW) including identifying vendor qualifications, expected deliverables, required funding; and identifying ISD Contract Managers. Position will help develop IT contract service agreements, maintenance agreements, computer and printer refreshes and departmental enterprise procurements of hardware and software. Work with Program teams to help develop and prepare all solicitation documents associated with formal/informal competitive bid processes including Request for Information (RFI), Request for Offer (RFO), Request for Quotation (RFQ), Requests for Proposals (RFP), and Invitations for Bid (IFB). Conduct comprehensive research and detailed analysis by reviewing the Department of General Services (DGS) Leveraged Procurement Agreements to ensure the State's mandatory contracts are used when available. Search the DGS California Multiple Award Schedules (CMAS) database to identify vendors to solicit bids. Assist to prepare and monitor all solicitation packages released to vendors for responses. Provide assistance to analyze and review all vendor bid packages for completeness and accuracy.

30% Position will develop and maintain ISD's contract management and tracking, deliverable and invoice tracking process via a SharePoint site or tool in order to track all contracts in development, as well as in process, which shall include completed deliverable, status and invoiced contract expenditures; lead ISD operational meetings to provide contract status, inform Contract Manager, identify operational deficiencies, discuss risks and issues related to contractor performance and other contract issues; lead contract-related discussions involving the ISD contractors, the Admin- Contracts and Purchasing Bureau, the Department of Technology and the Department of General Services. Review IT Contracts deliverables and route for internal and external entities approvals. Inform the Information Security Office of any potential risks or issues related to contract work, vendor staff and/or other potential IT system threats.

25% Position will develop technical contracts and solicitation documentation and process including: coordinating and consulting with users, administrators, and technical staff to identify business and technical requirements; developing solicitation schedule for procurement completion, estimating costs for services and time necessary to complete; technical review of standard contract language; development of background, current technical environment, proposed technical environment, development of mandatory qualifications, understanding and approach and evaluation criteria; working with technical SMEs to respond to Bidder questions; and supporting contract evaluations; informing stakeholders of status; working collaboratively with Contracts and Purchasing Bureau to ensure and support timely processing of IT contracts.

10% Position will work with ISD Governance to identify the future IT contracts and provide technical expertise to ISD Deputy and Branch Chiefs in support of informed decision making related to contract services supporting projects, system developments, system enhancements and enterprise initiatives; inform strategic planning of upcoming procurement needs. Develop IT services ITAP language, in conjunction with Contract Managers. Communicate budget needs to fund necessary contracts and work with Budgets Bureau to identify funding availability and cost codes for procurements, process ISD invoiced contracts for payment, and coordinate funding approvals. Position will educate, inform and work with Contract Managers related to project requirements and certifications needs. Position will provide procurement expertise and information to Contract Managers related to managing vendors and contracts, contracting standards, contract amendment and/or development process, deliverable approval, dispute resolution and contract close out requirements. Develops and maintains IT contract services desk procedures.

5% Support other activities within the TAS Bureau which support the mission and goals of the Bureau, Branch and Division.

---

---

B. SUPERVISION RECEIVED:

The IT Specialist I is under the direction of the Information Technology Supervisor II, who ensures s/he is sufficiently aware of the bureau, branch, division and departmental goals and policies.

C. ADMINISTRATIVE RESPONSIBILITY:

The IT Specialist I is responsible for contributing and/or reviewing mandated reports and drills, pertaining to ISD acquisitions. The IT Specialist I also administers the Department's contracting process, and defines and develops specifications for services from approved vendors, using approved methods for IT contracting.

D. PERSONAL CONTACTS:

The IT Specialist I creates and maintains working relationships that encourage mutual cooperation between customers and IT staff. The IT Specialist I has regular contact with IT staff, management, Programs and external entities (vendors and contract staff, Department of General Services, California Health and Human Services Agency and the California Department of Technology).

E. ACTIONS AND CONSEQUENCES:

The Information technology Specialist I must also have a strong working knowledge of IT hardware (mainframe, server, PC), operating systems, systems lifecycles, security methods and principles, cost benefit analysis and project management and the ability to analyze technical data and interpret into a contracting methodology which best fits the needs of the Department and its clients. The Information Technology Specialist I must exercise judgment in dealing with all levels of staff in the Department and other entities. Failure to use sound judgment could adversely impact CDSS' ability to deliver successful information technology projects and/or services.

F. OTHER INFORMATION:

Staff utilizes a PC-based, integrated office productivity software package to create work products. Staff uses this software for producing basic word processing, spreadsheets, graphs, charts and presentations. The incumbent must have the ability to write comprehensively and communicate with all levels of management, including executives and peers. S/he must also be dependable, responsible, and able to effectively handle strict deadlines.