DUTY STATEMENT

Employee Name:

Classification: Information Technology Specialist II (Software Engineering)  
Position Number: 580-151-1414-909

Working Title: Lead Application Architect  
Work Location: 1616 Capitol Ave, Sacramento, CA 95814

Collective Bargaining Unit: R01  
Tenure/Time Base: Permanent / Full-Time

Center/Office/Division: Information Technology Services Division  
Branch/Section/Unit: Application Technology Services Branch/ Public Health Application Technology Section

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the California Department of Human Resource’s Job Descriptions webpage.

Job Summary

This position supports the California Department of Public Health’s (CDPH) mission and strategic plan by creating innovative solutions, strengthening partnerships and collaborations, and embracing technology. Information Technology Services Division (ITSD) leverages data and technology to advance goals and inform action and accountability.

Under the general direction of the Information Technology Manager I (ITM I) Public Health Application Technology Support Section (PHATS) Chief, the Information Technology Specialist II (ITS II) works independently as a recognized lead technical specialist on maintenance and operation, defect resolution, enhancements, and replacement of the most complex statewide systems at the California Department of Public Health (CDPH). The ITS II possesses a high degree of independence and proficiency in troubleshooting, problem solving, handling and resolving the most challenging and difficult application production issues that are time sensitive and publicly and politically visible.

The ITS II will perform duties in the Information Security Engineering, Software Engineering, System Engineering domains.
**Special Requirements**

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☑ Travel: Up to 5% In-State travel to remote offices
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☑ Other: Occasional work outside of business hours, including weekends to support production processes

**Essential Functions (including percentage of time)**

30% Act as the Section’s lead application architect on the most complex, critical, and visible information technology projects. In collaboration with other technical staff, plan for and execute the most complex and visible departmental enterprise Management Information Systems (MIS) migration, enhancement, upgrade, maintenance, and replacement projects while minimizing impact to the online systems, business community, and customers. Develop and present to staff, management and CDPH business partners end-to-end detailed project work plans, diagrams (ERD’s, process flows, system architecture designs), and project documentations (technical specifications, data dictionaries, schemas).

Manage and maintain the Section’s inventory of web, application, database, utility, reporting and data warehouse servers hosted in multiple environments including the State Data Center and Azure. Manage and maintain full inventory of server and network configurations across all environments including development, system test, user acceptance, production simulation, production, training and disaster recovery. Mentor and provide leadership for various technical teams to ensure the continuity of service delivery.

20% Provide full maintenance and operation (M&O) and product life cycle support services over existing mission critical MIS systems, platforms, services, technologies, and tools. Ensure critical online system services and architecture are maintained and operating at optimal efficiency (e.g. system interfaces, web services, end of day batch, backups and recovery, restoration, failover, clustering, replication, certificates, ETL). Review existing service monitoring tools, system health checks and alerts; update as necessary and develop new health checks to further improve operations using tools such as Azure Log Analytics, Application Insights, Power BI, Kusto Query Language and PowerShell. Maintain and implement continuous integration and continuous deployment (CI/CD) using tools including Azure DevOps, Azure Pipelines, ASP.NET, ASP.NET MVC and PowerShell to enforce automation in building, testing and deployment of mission critical applications. Ensure that enterprise tools, applications, and programs used in the environments remain current and supported. Identify, research, and recommend replacement solutions as necessary. Identify resource requirements and negotiate for resources and schedules.
15% In collaboration with other technical staff, respond to production incidents and calls; perform impact assessment; provide technical troubleshooting, research, analysis, and mitigation resolution to restore service. Ensure that management, program partners, help desk personnel, and internal and external stakeholders are kept informed with periodic updates on status of resolution. Conduct post incident root cause analysis. Participate in production incident debriefs, present findings, and make recommendations to management to prevent future incidents.

10% Attend and actively participate in meetings and project discussions. Provide technical subject matter expert consultation and input on IT competitive solicitations; assist in the development of IT solicitations; ensures the scope of work, technical and functional requirements align with department and state security standards, policies, and guidelines as it relates to enterprise system and application architecture. Assist in the development of scoring criteria. Review IT proposals: serve on scoring panels to interview vendors and score proposals; make recommendations during the vendor selection process.

10% Maintain knowledge of industry technologies, practices, and trends; make recommendations to management on the adoption of new tools, platforms, processes, and procedures to improve service delivery and operational efficiencies. Perform research and analysis of current and emerging server and network security requirements; maintain system security, administer access to systems, enforce information security best practices in accordance with the State Administrative Manual (SAM), and the CDPH and State Information Security Policy. Ensure CDPH application systems meet department and OTech system architecture and security standards and requirements.

10% Function as a lead to State staff and consultants at various stages of the system development lifecycle. Work with all levels of impacted staff (e.g. public, participants, vendors, county, state, agencies, federal) and act as liaison between program staff and information technology stakeholders. Ensure the interest of the business partners, customers, and the Information Technology Services Division (ITSD) are met.

Marginal Functions (including percentage of time)

5% Perform other work-related duties as assigned.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above, and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor’s Name: [Date]
Employee’s Name: [Date]

Supervisor’s Signature [Date]
Employee’s Signature [Date]
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