

DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED

RPA NUMBER (HR USE ONLY)

22-272

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 3/10/2023	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		E. POSITION WORKING TITLE User Experience Specialist
F. CURRENT POSITION NUMBER 695-543-4800-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-543-1402-XXX
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Digital Services/ Web Services/ Web Development/ Gold Camp 2 nd Floor		I. SUPERVISOR NAME AND CLASSIFICATION Artem Khomishen, Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00AM – 5:00PM/DAY		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	<p>Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input checked="" type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input checked="" type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>The California Department of Technology (CDT) is focused on improving how state government develops and implements innovative solutions to meet the public's evolving needs, enrich customer experiences, and improve critical technological applications. CDT's Office of Digital Services (ODS) plays a critical role to enhance digital government and build a California that works for all Californians. We do this by providing foundational platforms and technology (such as GIS/Open Data, Web Portals, Software Engineering and Open Source code curation) for organizations to provide innovative digital services.</p> <p>Under the direction of the Information Technology Manager I (IT Mgr I) over Web Development, the Information Technology Specialist I (IT Spec I) serves as the User Experience Specialist. The IT Spec I will work with web designers and developers and is responsible for understanding, researching, and optimizing technology products. The User Experience Specialist will facilitate, create, and deliver digital UX design products and processes including digital interfaces to provide an accessible and easy to use experience for end-users.</p>
% of time performing duties 35%	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Digital service user experience engagement, design, and product delivery</p> <ul style="list-style-type: none"> • Improve digital service user experience engagement through digital content design, and product delivery strategy. • Lead UX efforts (research, design, content) for complex digital products and projects. Develop human-centered products based on research and user needs (usability testing and findings, analytics, user feedback, workshop insights). Products should be intuitive, functional, inclusive, elegant, and incorporate current best practices. • Collaborate with cross-functional teams (UX team, developers, accessibility team, product manager, and project stakeholders) often. Share concepts and designs for understanding and transparency. Ensure digital user experiences are usable, accessible, and effective. • Create user task flows, story boards, prototypes, project specifications, and other documentation to communicate UX designs, interfaces, and functionality with project team, developers, and stakeholders. • Mentor and guide UX team members, provide feedback on their designs, and help them grow professionally. • Ensure the accessibility and inclusivity of designs and content and advocate for these principles throughout the organization. • Participate in strategic planning and decision-making for the design team and the organization.

% of time performing duties

- Continuously seek opportunities for innovation and continuous improvement in the design process and outcomes.
- Plan, organize, direct and edit content for editorial users and audiences. Shape the voice and tone of the digital products through writing, research, coaching and workshops.
- Create content and process standards for product documentation based on usability sessions.
- Edit product communications, interface copy, documentation, and release notes.
- Work with product, design, and engineering leads to roll out new features, resolve legacy issues, and improve internal processes.
- Leverage best practices in content design to improve and simplify user experiences.
- Research and analyze industry trends and best practices in UX design, and continually seek opportunities to improve team processes and methodologies.
- Develop and maintain user-centered design methodologies, processes, and tools.

20%

Research, support, and evaluation for end user interaction

- Gain a deep understanding of user needs and identify how content can improve products.
- Conduct user research, including user interviews, surveys, usability testing, and other forms of qualitative and quantitative research.
- Facilitate the UX design strategy process when creating products and iterate on them based on research and usability testing.
- Analyze research findings and synthesize insights to inform design decisions.
- Facilitate workshops and interviews to develop journey and service maps, user needs, personas, and other artifacts to guide the UX design process.
- Leverage user research and analytics data to build effective information architectures for a variety of digital products.
- Use data, research and a variety of methods to evaluate the effectiveness of a product, content design or digital service, such as heuristic evaluations, A/B testing, and user research.

20%

Content Design

- Write and edit user-facing content that is concise, clear, and easily understood by a wide range of users. Collaborate with stakeholders to create a user-centered content that aligns with project goals and user needs.
- Develop and maintain a content style guide that prioritizes plain language and clarity, ensuring consistent and user-friendly messaging across all products and platforms.
- Assess the quality and effectiveness of content and make recommendations for improvement.
- Ensure that content is integrated seamlessly into the design and development process, and that it supports the overall user experience.
- Continuously evaluate and refine the content strategy and messaging to ensure it aligns with changing user needs and business goals. Promote the use of plain language and user-centered design principles throughout the organization.

20%

Experience Design

- Create wireframes, prototypes, high-fidelity designs, and project specifications that effectively communicate design solutions.
- Use common industry tools and software, modern interaction design patterns, and industry best practices.
- Define, develop, maintain, and communicate design systems and brand guidelines. Advocate for their adoption and adherence of web standards and best practices.
- Lead design reviews and presentations to stakeholders, effectively communicate and advocate for design decisions.

5%

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%)

Other related duties as required.

Work Environment Requirements

- During state emergencies or activation by the California Office of Emergency Services, incumbents may be asked to work extended hours, 12 hour shifts, and/or off site and occasionally out of town.
- May be required to carry a cell phone.
- May be required to work outside of normal work schedule.
- Travel to internal and external customer locations for meetings is required.
- Managing multiple high priorities simultaneously, each with tight deadlines.
- Adapt to new technologies and trends in Information Technology (IT) and learn new skills to keep current with industry standards and best practices

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Spec I receives direction from the IT Mgr I. It is expected that the IT Spec I interpret directions and coordinate, organize, plan, provide direction to staff, and facilitate the implementation of directions, projects and assignments.

Actions and Consequences:

The IT Spec I should have a thorough understanding of the responsibilities and duties of this position and also a broad understanding of the mission and goals of the ODS. Poor decisions, judgments, and recommendations in the areas above could result in dissatisfaction of partners and the inability for products to function.

Personal Contacts:

The IT Spec I has regular contact with various California departments, agencies and their executive leadership and project staff, the California Government Operations Agency, CDT executives, leadership and project staff, and consultants. The IT Spec I may have contact with the Governor's Office, Legislature, control agencies, business consultants, and vendors in the communication of program strategies, direction, and project changes.

Administrative and Supervisory Responsibilities (Indicate "None" if this is a non-supervisory position.)
None.

Supervision Exercised:

None, however, may lead a team, project or function.

Other Information

Desirable Qualifications: (List in order of importance.)

The IT Spec I should possess a multi-disciplinary background with expertise and knowledge in digital design, web development, UX design, content and information architecture design. The candidate must possess the following skills/abilities in order to perform the essential functions of the position:

- Preferred: Bachelor's or Master's degree in Information Technology, Computer Science or a related field.
- Professional experience in UX design.
- Strong understanding of user-centered design principles and methodologies.
- Experienced in using design tools such as Figma or Adobe Creative Suite.
- Excellent communication, collaboration, writing, and leadership skills.
- Thorough understanding of UX design, with real-world examples of successfully delivered projects.
- Experience with a variety of research methods and tools, such as usability testing, surveys, interviews, workshops, and data analysis.
- Ability to work in a fast-paced, highly collaborative environment.
- Familiarity with accessibility and inclusive design principles.
- Understanding of UX design and product development processes and experience working with product teams.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
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