

**STATE OF CALIFORNIA
CIVIL RIGHTS DEPARTMENT
DUTY STATEMENT**

Employee Name	Classification Name	Position Number
Vacant	Information Technology Specialist I	326-500-1402-006
Division/Unit	Date	Prior Pos. # (if applicable)
Information Technology	4/13/23	

SUMMARY OF RESPONSIBILITIES

Under general direction of the Information Technology Manager I, the Information Technology Specialist I (ITS I) functions as a software developer in the Application Development Unit. The incumbent is responsible for following agile and secure coding practices in the design, development, maintenance, and support of the department's applications, running primarily in Salesforce and Microsoft SharePoint Government Cloud environments. Duties include, but are not limited to the following:

Essential Functions:

- 35% Create workflows, triggers and APIs within Salesforce using Salesforce's code or third-party products. Assist IT team members in resolving Salesforce system problems. Update and test Salesforce release updates. Assist with troubleshooting Salesforce complex custom coding from vendors and Salesforce third-party products. Assist in creating, configuring, and maintaining the department's website.
- 30% Provide maintenance support of the department's applications and resolve reported defects and change requests. Work with IT staff to control and develop source code in a repository. Assist with the management and testing of upgrades and data backups. Work with requestor to ensure proper handling of requests and prompt customer service. Test changes in sandbox before deploying changes to production.
- 15% Participate in all aspects of the Software Development Life Cycle (SDLC), utilizing agile and secure coding best practices.
- 15% Invest in self-study to continually improve development and administration knowledge, skills, and abilities. Research new functionality and apply knowledge in the support and administration of the applications.

Marginal Functions:

- 5% Assist in providing training to technical staff and other users on all departmental information technology applications. Provide input in the preparation of user guides and technical documentation on departmental applications. Perform other duties as assigned.

Desirable Qualifications:

- APEX programming and Lightning Web Components experience.
- Experience with HTML, CSS, JavaScript, React, Java, and website coding best practices.
- Experience in an agile team environment managing, integrating and configuring source code tools.
- Experience in managing and negotiating multiple and/or changing priorities in a heavy workload situation.
- Experience in establishing and maintaining the confidence and cooperation of others contacted during the course of work.
- Experience working as a teammate in concurrent complex projects.
- Demonstrated experience in leadership, attention to detail, diplomacy and courtesy.
- Experience analyzing data, drawing sound conclusions and presenting ideas and information effectively both orally and in writing.
- Experience with active directory, security groups, and folder permissions.

Work Environment, Physical or Mental Abilities:

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without a reasonable accommodation.

- Requires ability to effectively handle stress, and work in a noisy and fast paced environment
- Requires daily use of a personal computer and related software applications at a workstation
- Requires ability to complete tasks that require repetitive hand movements in the performance of daily duties
- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day
- Requires dependability and excellent attendance record
- Willingness to work irregular hours

Working Conditions:

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions associated with this job.

Job Requirements:

Activities required to perform the essential functions of this position include the ability to communicate effectively, produce written correspondence, and comprehend written instructions, correspondence and manuals, and reason logically.

Supervision Received:

The ITS I receives general supervision from the IT Manager I.

Supervision Exercised:

None.

Administrative Responsibility:

None.

Personal Contacts:

The ITS I may have daily contact with departmental management and staff, and periodically has contacts with control agency representatives, data center representatives, other state agencies, and private industry.

Actions and Consequences:

The ITS I is in a sensitive position involving critical departmental data assets, and the security of said assets. Failure to use good judgment in design and implementation or to ensure the timely processing of requests could result in data asset compromise. Failure to use good judgment in handling sensitive and confidential information could result in sensitive information being released to unauthorized persons and/or incorrect information used to make management decisions.

Certification of the Employee:

I have read and understand the duties as described above for the Information Technology Specialist I. I meet the job requirements as described above and am capable of performing the essential functions with or without a reasonable accommodation.

Employee's Signature

Date

Supervisor's Signature

Date