

DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED

RPA NUMBER (HR USE ONLY)

23-019

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 8/1/2023	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist II		E. POSITION WORKING TITLE Senior Digital Accessibility Specialist
F. CURRENT POSITION NUMBER 695-531-1414-008		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Digital Services/ Web Services/ Web Consulting - Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Vacant, 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 type="checkbox"/> YES <input checked="" 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 checked="" 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 general direction of the Information Technology Manager I (IT Mgr.I) over the Web Consulting program, the Information Technology Specialist II (IT Spec II) serves as the Senior Digital Accessibility Specialist and is responsible for cultivating accessibility and usability within the State of California. The IT Spec II utilizes specialized knowledge of digital accessibility standards and assistive technologies to guide the state's digital accessibility program and promote compliance with State and federal law, policies and standards including the Americans with Disabilities Act, Section 508 of the Rehabilitation Act, California Government Code Section 11546.7, Web Content Accessibility Guidelines (WCAG) and related international standards. Accessibility is a critical part in the efficacy of the information and services delivered to the people of California. The IT Spec II plays a key role in leading the development of standards, guidelines, best practices, tools and training that will help government deliver products, information and services that are usable and accessible for all Californians.</p>
<p>% of time performing duties</p> <p>35%</p>	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Lead Digital Accessibility strategy</p> <ul style="list-style-type: none"> • Lead the development of guidelines, and advise management on governance of statewide strategy and policies, standards and best practices related to digital accessibility. • Review emerging assistive technology hardware and software, assess impact on adherence to accessibility standards and principles (WCAG 2.1 AA plus subsequent versions), and the user experience, then develop recommendations on technical implementation.

- Lead the identification, development, and adoption of inclusive design approaches to ensure government digital products are accessible and welcoming to everyone who needs to use them.
- Determine the objectives and measures upon which statewide digital products and services will be evaluated for accessibility.
- Contribute in the planning of recurring multi-departmental accessibility certification.

35%

Provide Digital Accessibility Consultation

- Perform high-level accessibility audits and monitoring of statewide digital products, verify products adhere to accessibility standards, and provide recommendations for remediation and updates to process and practices to prevent future compliance issues.
- Advise accessibility professionals on enforcing compliance with accessibility laws, and improving the user experience of agency’s digital properties, including mobile applications, digital documents, and complex web components like charts and graphs.
- Provide accessibility leadership, guidance, training, and support on statewide digital products and initiatives.
- Use and demonstrate the use of assistive technologies to other departments. Examples of assistive technologies: NVDA, JAWS, Dragon, Switch Control, VoiceOver, and TalkBack.
- Advise front-end developers on coding best practices in HTML, CSS, JavaScript, and the use of “Accessible Rich Internet Applications” (ARIA).
- Prepare or assist in the preparation of various reports as assigned or requested. This includes researching and presenting research findings and recommendations to executive management and to internal programs within CDT as to the status of accessibility findings and current accessibility standards, laws, and practices.

25%

Lead Digital Accessibility Awareness and Education

- Establish, lead, and support communities of practice that promote statewide strategies, policies and standards around Digital Accessibility.
- Assess and iterate on accessibility practices to make them more impactful. Gain insights from industry professionals and civic partners by reviewing publications, establishing personal networks, and participating in communities of practice. Transform insight into action through thoughtful planning, communication, and facilitation of digital accessibility initiatives.
- Support the development of training and curriculum for current and accepted accessibility standards, serving as the main expert for digital accessibility as it relates to State of California websites and applications.
- Collect and analyze accessibility-related remediation experiences to produce guidelines and best practices for statewide use.
- Collaborate with private and public entities to establish standards and best practices for procuring and developing accessible systems and solutions.

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

- 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.
- 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.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Spec II receives general direction from the IT Mgr.I. It is expected that the IT Spec II 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 II should have a thorough understanding of the responsibilities and duties of this position, and 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 II 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 II may have contact with the Governor's Office, 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. The IT Spec II has defined responsibility and authority for decision making related to projects or in an advisory function.

Other Information

Desirable Qualifications: (List in order of importance.)

The IT Spec II should have a multi-disciplinary background with expert level skills and experience in the discipline of digital accessibility. The candidate should possess the following skills/abilities in order to perform the essential functions of the position:

- Extensive background in assistive technology, web accessibility and/or alternative media production.
- Background in testing, developing test scripts, and documenting, publishing, and explaining test results.
- Thorough knowledge of disability services, federal, state, and local laws and regulations related to the Americans with Disabilities Act, Section 508 of the Rehabilitation Act and current and accepted accessibility standards including WCAG 2.1. Ability to explain the standards to state staff with varying levels of technical expertise.
- Ability to managing multiple high priorities simultaneously, each with tight deadlines.
- Ability to adapt to new technologies and trends in Information Technology (IT) and learn new skills to keep current with industry standards and best practices
- Knowledge of most commonly used assistive technology programs. Ability to run tests using assistive technology, following up with detailed feedback for development teams on adjustments needed to ensure maximum accessibility.
- Advanced knowledge of latest version of web technologies, HTML, CSS, and JavaScript.
- Proven experience participating and/or assisting in the development, implementation, and enforcement of department goals, objectives, policies, and procedures.
- Excellent oral, written, and interpersonal communication skills to effectively interact with executive management and staff and deliver controversial or sensitive information.
- Ability to understand and interpret state and federal regulations and state policies and procedures, as well as communicate and provide guidance to management and staff.
- Results oriented and able to independently manage multiple projects, processes, and activities simultaneously.
- Knowledge of both general usability and accessibility specific usability problems.

- Extensive experience with accessibility remediation using common tools, processes, etc.
- Knowledge of both general usability and accessibility specific usability problems.

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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