

**DUTY STATEMENT**

CALIFORNIA PUBLIC UTILITIES COMMISSION

<b>DIVISION</b> Information Technology Services Division		<b>EFFECTIVE DATE</b>
<b>BRANCH/SECTION</b> ITSD/Enterprise Software Development		<b>CLASS TITLE</b> Information Technology Specialist I
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday 8:00 a.m. to 5:00 p.m.		<b>PHYSICAL WORK LOCATION</b> Sacramento or San Francisco
<b>INCUMBENT (if known)</b>		<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 680-406-1402-005
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.		
<b>POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:</b> Under the general direction of the Information Technology Manager I (ITMI) over the Application Development Section, the Information Technology Specialist I (ITSI) is a member of the application development team and is responsible for executing the full application development cycle for The Department's business applications and databases. Perform system development for information technology systems using standard system development lifecycle methodologies (e.g. Agile) and following industry-standard development and security practices. The incumbent mainly performs functions in the Software Engineering, System Engineering or Business Technology Management, domains.		
<b>% of time performing duties</b>	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>	
35%	<b><u>ESSENTIAL FUNCTIONS:</u></b> Oversee and participate in cloud-based application development and maintenance of existing on-premises applications. Assist in evaluation of current computer systems including compatibility for conversion or refactor for cloud infrastructure. Design, develop, test, deploy and maintain business solutions using low-code/no-code tools and platform. Build, document and maintain API between salesforce and other systems to automate business processes. Determine the best technology solution to eliminate manual and/or repetitive tasks for business customers. Interact with business SMEs, external entities, and act as lead to implement right solution in Salesforce platform. Create and follow processes and procedures to implement and maintain applications. Document system and application architecture. Proactively evaluate and address issues related to performance, stability, scalability, and extensibility of the applications. Develop and maintain Apex classes, Triggers, Lightning Web Components, SOQL and flow in Salesforce. Build custom reports, dashboards and workflows within Salesforce.com. Handle all Salesforce Administrator functions includes, user account maintenance, executing day to day configuration, regularly audit and apply Salesforce upgrades, Code Migration between environments,	
30%	Work independently at a high-level designing, developing, testing, implementing, documenting and maintenance of software system. Develop logical and physical data models, and Entity Relationship diagrams, Analyze, evaluate, and resolve application issues. Develop project plans, schedules, and time estimates for custom IT systems. Effectively communicate (verbal, written) with colleagues, customers, and the Information Technology Services Division (ITSD) managers and supervisors, writing project status reports and providing project documentation, as required. Develop and maintain Systems Maintenance Manuals, notify customers and stakeholders of issues affecting application performance and operations	

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	<p><b><u>ESSENTIAL FUNCTIONS: (Continued)</u></b></p> <p>20% Analyze and document business processes as part of the system development lifecycle. Including the coordination and consultation with program office staff and management to identify, analyze, and document business, functional, and technical requirements, necessary for IT system development. Develop research analysis reports related to technology solutions or products. Actively participate in the procedures and processes for code maintenance, storage, and release management. Perform software product deployment and release management activities. Plan and conduct user training. Document system and application architectures</p> <p>10% Research innovative information technology solutions for the implementation of business needs. Provide technical/analytical support and training to IT staff. Attend training classes and seminars to keep current in the latest state-of-the-art techniques.</p> <p><b><u>MARGINAL FUNCTIONS:</u></b></p> <p>5% Available during off-duty hours for 24X7 crisis coverage to respond to emergencies related to Commission activities in order to maintain critical processes and programs under the direction of existing policies and procedures.</p> <p>Can act for the Enterprise Application Development Manager/Supervisor in his/her absence in order to manage and monitor staff, as well as maintain system service levels following existing policies, processes and procedures.</p> <p>Performs other related duties for this position as required.</p> <p><b><u>KNOWLEDGE AND ABILITIES [From Class Specs]</u></b></p> <p><b>Knowledge of:</b> Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.</p> <p><b>Ability to:</b> Learn new concepts, understand system to system relationships and interfaces and maintain cooperative working relationships with business partners and the development team to identify goals and objectives. Work both independently and in a team environment, participate in meetings, provide status reports, and complete work assignments in an effective, accurate, and timely manner. Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.</p>
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**WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:**

- This position is covered in the Political Reform Act and is required under the CCPUC's Conflict of Interest Code to complete and file a financial disclosure Form 700 within 30 days of appointment and annually thereafter.
- Work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature. Sit at a desk during core office hours. Use a computer, keyboard, mouse, monitor, and printers for prolonged periods of time.
- Bend and stoop to retrieve and replace files and records weighing up to 20 pounds. Move about the office and stand or sit for long periods at a time.
- Proficiently use standard office technologies, including computer applications, phone equipment, Internet, voicemail, email, etc.
- This position is FLSA exempt and may require some work outside of normal business hours.
- Occasional travel via private or public transportation (i.e., drive an automobile, take an airplane flight, etc.) that may include overnight lodging, several days at time and long distance inside California.

**SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

SUPERVISOR'S NAME (Print) Karthy Paramananthan	SUPERVISOR'S SIGNATURE	DATE
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**EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT**

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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