

PROPOSED
Department of Health Care Access and Information
Duty Statement

Employee Name VACANT	Organization Office of Information Services Information Technology Operations Branch Application Delivery Section Enterprise Platforms Group	
Position Number 441-175-1401-XXX	Location Sacramento	Telework Option Telework is available for CA residents only, requiring 1 day per month in the office. Additional days may be required depending on business need.
Classification Information Technology Associate	Working Title Software Engineer	

General Description The incumbent will serve as an entry level application developer within the IT Operations Branch, Enterprise Platforms Group (EPG). EPG is responsible for some of the Department's most critical web applications that support California's expanding health care programs and services. EPG primarily supports programs built within Microsoft Dynamics 365; leveraging modern cloud tools such as Microsoft Power BI, Power Automate, Power Apps, Azure Services, Visual Studio, GitHub, and Adobe Sign. The incumbent will be part of a highly skilled technical team that includes other application developers, business analysts, project managers, and consultants. The incumbent is expected to perform basic programming and analysis tasks independently and participate with other technical staff on complex technical projects. The incumbent should be motivated to learn new technologies and business functions, be able to adjust to changing circumstances, communicate effectively, and provide valuable customer service to end-users. The incumbent will primarily work in the Software Engineering and Client Services Domains.	
Supervision Received	Under general supervision, the incumbent reports to the Information Technology Supervisor II within the Enterprise Platforms Group.
Physical Demands	Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
Typical Working Conditions	Requires use of computing devices and phones. Face-to-face contact with management, staff, and consultants. Verbal, written, and digital communication. Review, analysis, and preparation of electronic and written documents. Assessment of practical demonstrations. Mobility to various areas of the Department; occasional travel and overnight stays to training/conferences. Work hours may deviate from core business hours based on the service requirements of the Department.

Job Duties

E = Essential, M = Marginal

40%	E	Application Development and Innovation • Develop and support web applications built within the Microsoft Power Platform (Dynamics 365, Power BI, Power Automate, and Power Apps). • Participate in the design, development, and implementation of Dynamics 365 features such as web forms, views and queries, data validations, visualizations, business process flows, and other elements that enhance HCAI's programs and services. • Configure and support Adobe electronic signature solutions and SharePoint document repositories integrated into Dynamics 365. • Utilize various programming languages such as JavaScript, JSON, REACT, C#, and CSS/HTML to achieve desired business functionality. • Maintain source code within a GitHub code repository. • Initiate code/solution releases through managed pipelines. • Participate in functional testing for system enhancements and bug fixes. • Participate in the configuration and implementation of automated regression testing processes for system upgrades and releases.
40%	E	Application Support • Support cloud-based, multi-tiered, object-oriented web applications, with interconnectivity to other various systems and services. • Monitor system health, optimize system performance, and recommend strategies to improve overall system stability. • Respond to and resolve support tickets submitted by end-users. • Troubleshoot and resolve issues impacting enterprise applications and end-users. • Follow release management procedures and notify end-users of system changes, outages, and service degradations. • Create and maintain solution and system design documentation. • Ensure web applications follow State and Departmental privacy, security, and accessibility policies.
15%	E	Research and Training • Research and review upcoming system changes that may impact existing programs and services. • Attend virtual conferences and trainings to stay up-to-speed on the latest technology trends. • Learn what new features are being released to supported cloud tools and how they might benefit existing programs and services. • Look for alternative technology solutions when business needs cannot be met with existing tools. • Assist with technology recommendations based on industry best practices.
5%	M	Other • Perform other related duties as required.

Other Expectations

- Demonstrate a commitment to performing duties in a service-oriented manner.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to following best practices and applying office-wide standards throughout the organization.
- Demonstrate the ability to establish and maintain priorities, successfully complete work assignments, and meet deadlines as required.
- Show initiative in making work improvements, identifying, and correcting errors, and initiate work activities.
- Demonstrate the ability to gain and maintain the confidence and cooperation of others.
- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity, and belonging where employees are appreciated and comfortable as their authentic selves.
- Demonstrate a commitment to HCAI's mission, vision, and goals.
- Demonstrate a commitment to HCAI's Core Values.
- Maintain good work habits and adhere to all HCAI policies and procedures.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position

I have discussed the duties and expectations of this position with the employee.

Employee Signature/Date

Supervisor Signature/Date