

Duty Statement
Department of Managed Health Care

OFFICE: Office of Technology and Innovation	EFFECTIVE DATE:
CLASSIFICATION: Information Technology Technician	DATE APPROVED: 03/15/2024
POSITION: 409-511-1400-001	TELEWORK DESIGNATION: <i>Remote-centered</i>
WORKING TITLE: Junior Software and Solutions Developer	

DEPARTMENT OBJECTIVE:

The mission of the California Department of Managed Health Care (DMHC) is to protect consumers’ health care rights and ensure a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of more than 29.7 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities, and preserving the financial stability of the managed health care system.

PROGRAM OBJECTIVE:

The Office of Technology and Innovation (OTI) enables the DMHC to deliver essential services to the State of California using information technology (IT). The systems that the OTI supports have become a valuable tool in the execution of DMHC’s business functions. OTI develops, maintains, and supports multiple IT systems that include a vast variety of office automation tools, custom applications, public and internal web sites, business intelligence tools, and the underlying information technology IT infrastructure. The Enterprise Application Support and Quality (EASQ) Division consists of quality assurance and software configuration / development staff that provide application development and quality assurance for the department’s most critical enterprise application and systems.

GENERAL DESCRIPTION:

Under the initial close supervision of the Information Technology Manager I (ITMI), Chief of the EASQ Division (EASQD), the incumbent shall assist a team that is responsible for technical requirements analysis, software design, software configuration, software development, application support and unit testing activities that are guided by peer code reviews.

INFORMATION TECHNOLOGY DOMAINS

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| <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"/> Systems Engineering |

TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

PERCENTAGE JOB DESCRIPTION

Essential (E)/Marginal (M)

- 45% (E)** Assist with the design, configuration, programming, testing, and maintenance of enterprise applications. Assist with development of design specifications and program documentation. Participation in technical training required to perform software configuration of SaaS, aPaaS, and low-code solutions. Provide programming support and maintenance and ensure applications are developed to meet current Web Content Accessibility Guidelines (WCAG). Follow data security policies and best practices.
- 25% (E)** Assist with the analysis and documentation of application specifications and design concepts including report formats, mockups/wireframes and database designs. Assist with creation and maintenance of technical requirements in the Jira requirements tracking system. Run reports and provide status information as requested by project teams.
- 15% (E)** Assist with maintenance of source code within OTI's chosen source code control system and processes. Assist with programming tasks, preparing test automation scripts, and participating in unit, performance, and system integration testing. Adhere to OTI software development and project management methodologies.
- 10% (E)** Assist OTI service desk staff with troubleshooting to help resolve issues discovered in DMHC's enterprise applications. Assist with debugging and resolving technical issues discovered during project testing and while in production.
- 5% (M)** Perform research and assist with the analysis of special projects and perform other related duties, as needed. Keep abreast of evolving technology and trends in the information technology industry by attending training and working with more senior developers to continuously learn and refine software development and configuration skills.

SUPERVISION EXERCISED OVER OTHERS:

This position has no direct supervision responsibilities.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

The employee should be familiar with DMHC mission, goals, organizational structure, and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally, and confidentially, with all internal and external customers and contacts. In addition, the employee must have:

Knowledge of: Information technology concepts, practices, and principles to provide a foundation for technology related work.

DUTY STATEMENT

DMHC 62-137 New: 12/04 Rev: 06/2022

Ability to: Perform research and data gathering; analyze information and evaluate results to choose the best solution and solve problems; communicate effectively verbally and in writing as appropriate for the needs of the audience; utilize reporting tools to develop and analyze statistical reports; interpret and explain technical information to non-technical individuals; interpret customer requests to meet service needs and resolve problems; provide customer service; work cooperatively with staff at all levels; proficiently use computers and productivity software; and understand and align technology proposals with business needs.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee may have access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

WORK ENVIRONMENT:

The DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to adhere to the state telework policy, the DMHC's telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

POSITION REQUIREMENTS:

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

SIGNATURES:

The statements contained in this duty statement reflect 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 to balance the workload.

Employee: I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

Supervisor: I have discussed the duties with and provided a copy of this duty statement to the employee named above.

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date