

DUTY STATEMENT



☐ CURRENT
☒ PROPOSED

CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		WORKING TITLE Salesforce Developer/Admin		
PROGRAM NAME Office of Information Services			UNIT NAME Cloud System Unit	
ASSIGNED SPECIFIC LOCATION 1515 Clay St., Suite 403, Oakland, CA 94612			POSITION NUMBER 400 – 176–1402-079	
BARGAINING UNIT R01	WORK WEEK GROUP E	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No

General Statement

Under the direction of the Information Technology Supervisor II in the Office of Information Services (OIS), the Information Technology Specialist I performs the full range of software development activities for complex IT systems following guidelines established by California's Statewide Information Management Manual (SIMM), State Administrative Manual (SAM), and System Development Life Cycles (SDLC). The specialist adheres to these standards to ensure high-quality deliverables in software development. By leveraging Agile methodologies and DevOps practices, the specialist ensures that the development process is both efficient and adaptive to changing requirements.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
30%	<p>Application Development</p> <ul style="list-style-type: none"> • Design, implement, configure, and customize scalable and secure Salesforce applications to meet business needs of the Divisions at the Department of Industrial Relations. • Adhere to software development life cycle principles in the design, coding, testing, defect management, system integration, implementation, and documentation in the development of application solutions. Outline tasks and develop and adhere to timelines and schedules. • Research, evaluate, and integrate third-party applications with Salesforce to extend the current functionality. • Develop and maintain Salesforce Lightning Components, Visualforce Pages, Apex Classes/Triggers, and Integrations to handle complex business processes. • Follow Application Lifecycle Management and Environment Management procedures to ensure new features go through the proper release cycle. • Write test classes and follow best practices to meet code coverage requirements for deploying code to the Production environment.
25%	<p>Application Support</p>

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	<ul style="list-style-type: none"> • Provide high quality customer service including promptly managing incoming requests, prioritizing, documenting required information, and actively communicating with the end users. • Troubleshoot, track, and conduct root cause analysis of existing Salesforce Application issues utilizing standard procedures until resolved or escalated. • Analyze business impact and exposure, based on emerging security threats, vulnerabilities, and risks to recommend solutions. • Follow support request handling procedures in a timely, proactive, and professional manner to ensure the business team is provided exceptional customer service. • Manage service requests and work closely with the release manager to follow the proper procedures of releasing bug fixes to the Production environment. • Assist in creation of reports and dashboards per business requirements and provide data for Public Records Act requests.
20%	<p>Testing</p> <ul style="list-style-type: none"> • Perform Unit Testing, Functional Testing, and Regression Testing of all new functionality, bug fixes, and/or new software to the Production Environment. • Work closely with End-Users during User Acceptance Testing and provide support in resolving issues. • Monitor Salesforce's three times/year releases and identify actions that need to be taken and resolution of issues, and perform regression testing before the official Salesforce release is deployed to Production. • Attend Webinars and research Salesforce release notes related to the three times/year releases to take advantage of the new features that may benefit the current business processes.
10%	<p>Documentation</p> <ul style="list-style-type: none"> • Write technical documentations such as Data Model and Business Process Specifications, Third-Party Application Feature Guide, End User Manuals, and Troubleshooting Guides. • Update and maintain existing documentation when the application data model or configuration is changed.
10%	<p>Data Migration/Data Deduping</p> <ul style="list-style-type: none"> • Conduct data cleansing and migration activities from a legacy system to Salesforce upon launching a new application or enhancing existing applications. • Perform data deduplication, merging of records, and cleansing of data during a data migration to ensure the data is inserted as accurately as possible. • Define, configure, and program rules and jobs to clean the data. Identify processes to handle exceptions. Analyze data to identify trends or relationships among variables. • Participate in self-study to continually improve Salesforce application development and administration knowledge, skills, and abilities.

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	<ul style="list-style-type: none"> • Research new functionality and apply knowledge in the support and administration of the applications.
Percentage of Time Spent	Marginal Job Functions
5%	Additional Duties <ul style="list-style-type: none"> • Perform other duties as assigned.

Conduct, Attendance, and Performance Expectations

This position requires the incumbent to maintain acceptable, consistent and regular attendance at such level as is determined at the Department's sole discretion; Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs. Shall 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.

Supervision Received

The Information Technology Specialist I reports to and receives majority of assignments from the Information Technology Supervisor II; however direction and assignments may also come from other Information Technology Managers.

Supervision Exercised

No supervision exercised.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The incumbent will work in a temperature-controlled office environment with an assigned cubicle. Access to the department will require a special badge. DIR is currently in a hybrid telework schedule and Incumbent will be required to work on site two days a week.

Special Requirements/Other Information

Knowledge of Software Development Life Cycle (SDLC) including analysis, requirements gathering, architecture design, development, enhancements, testing, deployment, and maintenance of applications.

Understanding of Relational Database and familiarity with Structured Query Language (SQL) is required.

Prior experience with application development using JAVA programming language is preferred.

Additional experience including but not limited to Web Technologies such as HTML and JavaScript; development tools, such as VSCode; Salesforce Programming Languages (APEX, SOQL, Lightning Components, VisualForce); and knowledge of other programming languages is a plus.

Physical Abilities

The incumbent may be required to travel occasionally during the day or overnight. The position requires the ability to remain in a stationary position for long periods of time, operate a computer for extended periods of

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time and to move and transport office items in a safe manner. The incumbent must constantly position self to use standard office equipment.

Additional Requirements/Expectations

The incumbent must conduct themselves in a professional manner at all times and should establish good working relationships with others.

The incumbent must complete assigned tasks on time.

Personal Contacts

The Information Technology Specialist I will closely work with Business Analysts, Project Managers, Subject Matter Experts (SMEs), technical development team, and other IT Managers in the Office of Information Services. The Information Technology Specialist might on occasion work with outside vendors based on project needs.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Diversity and Inclusion Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

J.W.

C&S Analyst Initials

6/26/24

Approval Date