

**DUTY STATEMENT**  
**DEPARTMENT OF JUSTICE**  
**CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION**  
**ENTERPRISE SERVICES BUREAU**  
**ENTERPRISE SUPPORT BRANCH**  
**ENTERPRISE CLIENT SERVICES SECTION**

**JOB TITLE:** Information Technology Specialist (ITS) II

**POSITION NUMBER:** 420-986-1414-901-001

**INCUMBENT:** Vacant

**PRIMARY DOMAINS:** Software Engineering: The architecture, development, operation, database application maintenance and support, and maintenance of software systems.

**SECONDARY DOMAINS:** Business Technology Management: The management of information technology resources according to an organization's priorities and needs.

**STATEMENT OF DUTIES:** Under the direction of the Information Technology Manager II, the ITS II provides all technical and database system support and maintenance activities. Including making plans, analysis, designing, development, documentation, and maintenance of innovative technical solutions in support of Platform as a Service (PaaS), Commercial off the Shelf software, Software as a Service (SaaS), and hosted software systems for the Department of Justice (DOJ)..

The ITS II ensures that the business and information technology (IT) requirements are in alignment by the link between the business mission, strategy, and processes to the IT strategy. The ITS II oversees and guides the business and IT strategies to function cohesively. The ITS II makes technical recommendations to executive management, business customers, and provides leadership and direction to other technical staff and vendors. The ITS II is an expert in software solutions, acts as a team lead and technical analyst on complex applications and performs at the expert specialist level of this career series; and works collaboratively with other technical and business units within DOJ. The ITS II also provides a high-level technical support and maintenance including staff training, administration and configuration, analyze, design, develop, troubleshoot, test and report, and implementation of data solutions. The ITS II develops and publishes technical procedures and user guides for configuration of the application and details intricate and complex programs and processes. This position applies the highest level of technical and business knowledge in the most complex system analysis, operation of user interfaces and output, data analysis, and manipulation for business requests. The incumbent performs project lead responsibilities over one or more of the applications and works independently and as a team leader to prioritize work, develop work plans, and manage task assignments. The incumbent must demonstrate a high level of communication (both oral and written) skills while these responsibilities are performed.

**SUPERVISION RECEIVED:** Under the general direction of the ITM II.

**SUPERVISION EXERCISED:** None.

**TYPICAL PHYSICAL DEMANDS:** Ability to sit at a computer terminal for extended periods of time. May be required to lift, carry, or move up to 20 pounds.

**TYPICAL WORKING CONDITIONS:** In a remote work environment, home office, or similar environment in California. At the office, an enclosed windowed office with a smoke-free environment. May be required to sit at a computer terminal while performing research and other duties up to eight hours a day. Travel to designated offices may be required.

**ESSENTIAL FUNCTIONS:**

**50% TECHNICAL**

Responsible for all types of Salesforce or Platform as a Service (PaaS) development and customizations. This includes code, unit testing, build applications, and create and modify existing applications. Works alongside Salesforce Administrators and other business analysts in the Enterprise Development Services team. Builds Salesforce applications with Apex and Visualforce and leverages the full capabilities of the Salesforce platform to support the company's programs. Creates/modifies existing controllers, controller extensions, and triggers across all platforms. Develops highly interactive UI using Visualforce, JavaScript and JQuery technologies. Develops custom applications via Salesforce.com and integrates salesforce.com with other systems. Applies best practices and design patterns of best-of-breed applications developed on the Salesforce.com platform. Creates and executes unit, integration, and user acceptance test plans, including use cases and test data. Gathers, analyzes, and documents functional and technical requirements for new projects, enhancements to existing solutions, and production issues reported by end users.

Manages various application platforms including custom developed, COTS and SaaS applications. Utilizes monitoring and reporting tools, documents applications, and provides system level configurations and implements vendor recommendations on the platforms for those applications. Maintains application database integrity, optimization plans, roles and security, provides proactive monitoring and troubleshooting to ensure availability, uptime, and optimum performance; manages database/data migrations, verifies and validates backup and restores; develops custom queries to analyze and resolve data and operational issues and provides report analysis; coordinates database upgrades and health.

Defines and documents conceptual logical requirements for complex computing, and database access. Develops physical design and implements complex data processing workflows or interfaces between systems and forms logical design requirements/functional specifications.

Writes detailed specifications for the most complex programs/modules, as well as actively participates in program support, performs unit testing and system testing to ensure

requirements are met. Makes technical recommendations to resolve data processing program-related problems.

Serves as a technical liaison to various departmental business management teams for reporting the status of current and future technology improvements related to the current software platforms in use; and collaborates with the infrastructure and security teams to provide guidance on Cloud and SaaS/PaaS-based security compliance.

**30% ANALYTICAL**

Analyzes and resolves system failures, performance, security issues, network problems, and software problems. Performs alternative and cost-based research and analysis of enterprise-level software solutions on emerging technologies, uses DOJ standards and policies to determine how these technologies could improve business processes, and makes recommendations to ensure integration of application data with internal systems. Acts as the Department's representative for external entities who require assistance; works effectively and communicates with clients.

**10% CONSULTATIVE SERVICES**

Reviews detailed design specifications and programs written by journey-level peers and consultants to ensure proper system and interface compatibility, Hawkins Data Center standards are followed, and thorough documentation.

Provides the highest specialist level consultation, leadership, and technical assistance to journey and advanced-level technical peers, as well as to other departmental technical staff and clients. Evaluates and recommends solutions to isolate and resolve the most complex hardware/software problems.

Keeps abreast of changes and trends in the IT industry and effectively applies knowledge of current industry trends to evaluate alternative proposals and recommend optimal solutions. Provides decisions and recommendations to establish organization-wide policies and standards. Works with DOJ technical and business staff to implement proper design solutions that meet user specifications and data center policy.

Serves as a technical consultant in enterprise data processing matters to management, DOJ clients, and control agencies. Collaborates with DOJ and vendor staff to review and verify system requirements; work with business requirements manager to review and verify functional, integration, interface and data migration requirements; and resolves critical design issues.

**10% LEADERSHIP, TRAINING AND COMMUNICATIONS**

Provides training, mentorship, guidance, and direction which relates to software systems to staff of varying skill levels; participates in knowledge transfer activities, application administration, and

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ITS II – ESB/ESB/ECSS

configuration testing; assists and mentors staff in skills and knowledge needed to support enterprise applications. Conducts design and application reviews, and ensures all deliverables adhere to project and DOJ standards. Coordinates product enhancements and upgrades to the database application informed by vendor announcements with clients, all vendor(s) developers, and installation and maintenance staff.

Identifies, analyzes, and prioritizes design, development, and implementation tasks, and maintenance activities; and provides defect reporting to the business and project team with information to recreate any identified issue(s); and assists in resolution of identified issues. Develops project plans through identification of work tasks and their interrelationships; and determines skills needed to complete assignments and estimates effort to complete tasks.

Plans, performs, and manages quality assurance events including informal and formal reviews, requirements traceability, performance testing, and defect tracking.

Works effectively and cooperatively with project team members, management, vendors, and clients.

Conducts product analysis, designs, reviews meetings, and oversees and performs technical walk-throughs and presentations.

Provides management with verbal and written reports of activities and assigned tasks.

Influences key decisions to management on operational and application-related problems and makes recommendations for the resolution of those problems.

*I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):*

- I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.



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**ENTERPRISE CLIENT SERVICES SECTION**

**JOB TITLE:** Information Technology Specialist (ITS) I

**POSITION NUMBER:** 420-986-1402-901-001

**INCUMBENT:** Vacant

**PRIMARY DOMAINS:** Software Engineering: The architecture, development, operation, database application maintenance and support, and maintenance of software systems.

**SECONDARY DOMAINS:** Business Technology Management: The management of information technology resources according to an organization's priorities and needs.

**STATEMENT OF DUTIES:** Under the direction of the Information Technology Manager (ITM) II, the Information Technology Specialist (ITS) I, provides all technical and database system support and maintenance activities. Including make plans, analysis, design, development, documentation, and maintenance of innovative technical solutions in support of Commercial off the Shelf (COTS) software, Software as a Service (SaaS) and hosted software systems for the Department of Justice (DOJ).

The ITS I ensures that the business and information technology (IT) requirements are in alignment by the link between the business mission, strategy, and processes to the IT strategy. The ITS I works with team leads and oversees and guides the business and IT strategies to function cohesively. The ITS I makes technical recommendations to executive management, business customers, and provides leadership and direction to other technical staff and vendors. The ITS I is well versed in software solutions, acts as a team lead and technical analyst on complex applications and performs at the specialist level of this career series; and works collaboratively with other technical and business units within DOJ. The ITS I also provides a high-level technical support and maintenance including staff training, administration and configuration, analyze, design, develop, troubleshoot, test and report, and implementation of data solutions. The ITS I develops and publishes technical procedures and user guides for configuration of the application and details intricate and complex programs and processes. This position applies a high level of technical and business knowledge in the most complex system analysis, operation of user interfaces and output, data analysis, and manipulation for business requests. The incumbent performs project lead responsibilities over one or more of the applications and works independently and as a team leader to prioritize work, develop work plans, and manage task assignments. The incumbent must demonstrate a high level of communication (both oral and written) skills while these responsibilities are performed.

**SUPERVISION RECEIVED:** Under the general direction of the ITM II.

**SUPERVISION EXERCISED:** None.

**TYPICAL PHYSICAL DEMANDS:** Ability to sit at a computer terminal for extended periods of time. May be required to lift, carry, or move up to 20 pounds.

**TYPICAL WORKING CONDITIONS:** In a remote work environment, home office, or similar environment in California. At the office, an enclosed windowed office with a smoke-free environment. May be required to sit at a computer terminal while performing research and other duties up to eight hours a day. Travel to designated offices may be required.

**ESSENTIAL FUNCTIONS:**

**50% TECHNICAL**

Responsible for all types of Salesforce or Platform as a Service (PaaS) development and customizations. This includes code, unit testing, build applications, and create and modify existing applications. Works alongside Salesforce Administrators and other business analysts in the Enterprise Development Services team. Builds Salesforce applications with Apex and Visualforce and leverages the full capabilities of the Salesforce platform to support the company's programs. Creates/modifies existing controllers, controller extensions, and triggers across all platforms. Develops highly interactive UI using Visualforce, JavaScript and JQuery technologies. Develops custom applications via Salesforce.com and integrates salesforce.com with other systems. Applies best practices and design patterns of best-of-breed applications developed on the Salesforce.com platform. Creates and executes unit, integration, and user acceptance test plans, including use cases and test data. Gathers, analyzes, and documents functional and technical requirements for new projects, enhancements to existing solutions, and production issues reported by end users.

Manages various application platforms including custom developed, COTS and SaaS applications. Utilizes monitoring and reporting tools, documents applications, and provides system level configurations and implements vendor recommendations on the platforms for those applications. Maintains application database integrity, optimization plans, roles and security, provides proactive monitoring and troubleshooting to ensure availability, uptime, and optimum performance; manages database/data migrations, verifies and validates backup and restores; develops custom queries to analyze and resolve data and operational issues and provides report analysis; coordinates database upgrades and health.

Defines and documents conceptual logical requirements for complex computing, and database access. Develops physical design and implements complex data processing workflows or interfaces between systems and forms logical design requirements/functional specifications.

Writes detailed specifications for the most complex programs/modules, as well as actively participates in program support, performs unit testing and system testing to ensure

requirements are met. Makes technical recommendations to resolve data processing program-related problems.

Serves as a technical liaison to various departmental business management teams for reporting the status of current and future technology improvements related to the current software platforms in use; and collaborates with the infrastructure and security teams to provide guidance on Cloud and SaaS/PaaS-based security compliance.

**30% ANALYTICAL**

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**10% CONSULTATIVE SERVICES**

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Serves as a technical consultant in enterprise data processing matters to management, DOJ clients, and control agencies. Collaborates with DOJ and vendor staff to review and verify system requirements; work with business requirements manager to review and verify functional, integration, interface and data migration requirements; and resolves critical design issues.

**10% LEADERSHIP, TRAINING AND COMMUNICATIONS**

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