

DUTY STATEMENT

Employee Name:	Position Number: 580-151-1404-024
Classification: Information Technology Supervisor II (Software Engineering)	Tenure/Time Base: Permanent/Full Time
Working Title: Software Engineering, Supervisor	Work Location: 1616 Capitol Ave, Sacramento, CA 95814
Collective Bargaining Unit: SO1	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Applications Development and Support Branch/ Enterprise Database Administration and Support Section/ Vital Records Business Applications Support Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) 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.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating innovative solutions, strengthening partnerships and collaborations, and embracing technology. The Information Technology Services Division (ITSD) leverages data and technology to advance goals and inform action and accountability.

Under the general direction of the Information Technology Manager I, Chief, Enterprise Database Administration and Support Section, the Information Technology Supervisor (IT Sup) II plans,

organizes, and directs the work of the Vital Records Business Applications Support Unit (VRBASU), and proposes technical solutions within their scope of expertise which considers the customer's business needs or sensitive projects which impact multiple programs. The IT Sup II plans, develops, and implements technological solutions that are essential to CDPH's databases and systems. The IT Sup II develops scope of work and participates in the vendor/product solution evaluation and selection.

The IT Sup II supervises all lower-level IT and support staff primarily performing duties within the Software Engineering domain, but will also perform within the System Engineering, Client Services, and Business Technology Management domains.

Special Requirements

- ☒ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☐ Travel:
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 30% Directs, coordinates, and manages internal technical support staff and contract staff to maintain and support CDPH's databases and systems, which includes expert analysis of system specifications; configuration, installation, data security, information security and confidentiality; problem analysis and resolution; and system performance monitoring and tuning. Analyzes, assesses, troubleshoots, and follows up with customers and upper management; provides reports and recommendations to technical solutions. Serves in leadership role and as a participant in highly technical teams. Provides policy interpretation, clarification, and technical assistance to management, staff, and clients. Presents high-level oral presentations on the status of multiple projects. Meets with customers and staff to prioritize and allocate resources in response to customer requests for services. Collaborates with program managers to resolve resource deficiencies through added resources or reprioritize workloads and recommend tradeoffs. Works with program managers to assess their IT needs to make changes to service levels or system outputs. Ensures the Operational Recovery Plan is updated as new systems are deployed to ensure the complete recoverability of mission critical applications and data. Researches, analyzes, designs, implements, and maintains new technologies, architectures, and solutions that will support security requirements; develops implementation plans that includes cost-benefit and return on investment analyses.
- 30% Leads and facilitates the overall development, maintenance, and implementation of CDPH applications and systems. Serves as an advanced subject matter expert on the application, system administration, security, best practice recommendations, and approvals to new application development at all stages and environments (i.e., development, testing, training, production). Ensures compliance with departmental IT standards and strategic goals and effective change control processes are in place to resolve project issues elevated from project teams. Reviews system design and development deliverables; assess deliverables meet

contractual requirements, performance standards, and industry best practices; and recommends acceptance or revision of deliverables. Develops and updates high level work plans for project/effort execution; discusses with, and contacts users for business/system requirements; and identifies resources, schedules, and priorities. Identifies, assess, mitigates, or escalates project/effort risk when necessary. Provides technical presentations to a variety of audiences, status reports to upper management, and participates in meetings as necessary. Research, reviews, and tests hardware and software architecture and makes recommendations regarding technical and operational feasibility; performs configuration management and release management for system components; verifies stability, interoperability, portability, security, or scalability of system architecture; and serves as an IT and customer liaison in providing support and maintenance for mission critical applications and systems.

- 25% Allocates appropriate resources to projects to implement new systems. Balances staff within the unit's functional areas to best meet ADSB's priorities. Recruits, mentors' staff and recommends disciplinary actions. Tracks attendance and overtime. Directs, plans, organizes, and prioritizes the daily and long-term activities of the unit. Provides leadership, supervision, guidance, and training to unit staff to further develop the unit's collective skills. Prepares performance appraisals, develops training plans, and manages administrative processes. Schedules assignments and establishes priorities to ensure program mandates, goals, and objectives are met.
- 10% Researches and evaluates new technologies and industrial best practices that benefits current and future departmental operations to meet best practices and information security requirements. Presents recommendations to the team, management, and customers. Research complex programming problems, identifies problems, develops solutions, and presents recommendations to management and customers. Meets with customers to identify business needs, identifies the necessary resources, and develops schedules to implement solutions. Leads efforts to procure IT applications, products, and services. Coordinates and communicates with IT staff via meetings and other communications, including vendors and external entities to evaluate products and services offered to ensure conformity with departmental methods, standards, and best practices.

Marginal Functions (including percentage of time)

- 5% Performs other job-related duties as required.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:
Approved By: D.S.
Date: 9/3/24