

DUTY STATEMENT



☐ CURRENT
☒ PROPOSED

CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		WORKING TITLE Salesforce Developer/Admin		
PROGRAM NAME Office of Information Services		UNIT NAME OIS		
ASSIGNED SPECIFIC LOCATION 1750 Howe Ave #130, Sacramento, Ca 95825			POSITION NUMBER 400 – 176-1402-901	
BARGAINING UNIT R01	WORK WEEK GROUP E	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the direction of the Information Technology Specialist II (ITS II), the Salesforce Admin is responsible for managing Salesforce environments and other infrastructure on GCP. The ITS I ensures that the platform and hosted software are developed, implemented, and maintained according to the SLAs defined in CAL/OSHA application requirements and related contracts. The ITS I works closely with the CAL/OSHA Program to ensure adequate time is invested in researching and evaluating new offerings. They support the product team in building various product metrics requirements on Salesforce, CRM Analytics, Looker, GCP, etc. Additionally, they can create reports, configure Salesforce, analytic tools, integration connections, manage passwords, and more, based on business requests.

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%	Application Development Defines policies for onboarding portal users, help them to on-board. Designs, implements, configures, and customizes scalable and secure Salesforce applications to meet business needs of the Divisions at the Department of Industrial Relations. Adheres 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, develops and adheres to timelines and schedules. Research's, evaluates, and integrates third-party applications with Salesforce to extend the current functionality. Develops and maintains Salesforce Lightning Components, Lightning Flows, Apex Classes/Triggers, and Integrations to handle complex business processes. Follows 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 and able to validate all possible scenarios.
25%	Application Support Provides high quality customer service including promptly managing incoming requests, prioritizing, documenting required information, and actively communicating with the end with the end users. Troubleshoots, tracks, and conducts root cause

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	analysis of existing Salesforce Application issues utilizing standard procedures until resolved or escalated. Analyzes business impact and exposure, based on emerging security threats, vulnerabilities, and risks to recommend solutions. Follows support request handling procedures in a timely, proactive, and professional manner to ensure the business team is provided exceptional customer service. Manages service requests and work closely with the release manager to follow the proper procedures of releasing bug fixes to the Production environment. Assists in creation of reports and dashboards per business requirements and provide data for Public Records Act requests.
20%	Testing Performs Unit Testing, Functional Testing, and Regression Testing of all new functionality, bug fixes, and/or new software to the Production Environment. Works closely with End-Users during User Acceptance Testing and provide support in resolving issues. Monitors Salesforce's three times/year releases and identify actions that need to be taken and resolution of issues and performs regression testing before the official Salesforce release is deployed to Production. Attends Webinars and research's 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%	Documentation Writes technical documentation such as Data Model and Business Process Specifications, Third-Party Application Feature Guide, End User Manuals, and Troubleshooting Guides. Updates and maintains existing documentation when the application data model or configuration is changed. Maintains all the technical documentation in Confluence.
10%	Data Migration Conducts data cleansing and migration activities from a legacy system to Salesforce upon launching a new application or enhancing existing applications. Performs data deduplication, merging of records, and cleansing of data during a data migration to ensure the data is inserted as accurately as possible. Defines, configures, and program rules and jobs to clean the data. Identify processes Facilitate meetings with external vendors to explore new products can be beneficial for the project. to handle exceptions. Analyze data to identify trends or relationships among variables.
Percentage of Time Spent	Marginal Job Functions
5%	Perform other duties as required, attends trainings, meetings and participates in other projects as needed.

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,

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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 as well.

Supervision Exercised

None

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 suite 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

- Knowledge of the System Development Life Cycle (SDLC) and functional test scripts, Selenium scripts.
- Knowledge of principles, methods, and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques
- Knowledge of Salesforce applications and it's navigation
- Knowledge of Advance Salesforce administration and different integration framework.

Skills

- Skills to effectively communicate with all stakeholders both written and oral
- Skills to think creatively and analytically to resolve problems
- Skills to work collaboratively in a team environment
- Skills to test data pipeline
- Skills to validate analytics reports using tool like Looker etc.
- Skills to being detail-oriented and capable of delivering high level of accuracy

Physical Abilities

The incumbent will be required to travel occasionally during the day or overnight depending on the project need. The position requires the ability to remain in a stationary position for long periods of time, operate a computer for extended periods of time and to move and transport office items, such as laptop, desktop and monitors, 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.

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The incumbent must complete assigned tasks on time.

Personal Contacts

The Information Technology Specialist I will closely work with Project Manager, 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 consulting providers 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 Medical Management Unit in the Human Resources 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

12/20/2024

Approval Date