

Current Proposed

Classification Title	Division/Unit
Information Technology Specialist I	Information Technology Division, Enterprise Applications Unit
Working Title	IT Domain (if applicable)
ASP.NET Developer	Software Engineering
Position Number	Effective Date
363-175-1402-002	
Name	Date Prepared
Vacant	1/22/2025

CalHR Mission and Vision

The California Department of Human Resources (CalHR) is responsible for all issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Vision: To be the premier leader and trusted partner in innovative human resources management.

Our Mission: To provide exceptional human resources leadership and services with integrity, respect and accountability to state departments and all current and prospective employees.

General Statement

Under direction of the Information Technology Supervisor II, the Information Technology Specialist I acts as a project leader and works independently as a technical specialist on the development of applications, and information technology system problems. The Information Technology division is responsible for providing enterprise technology infrastructure, application and support services to CalHR and State Personnel Board employees and customers.

As a member of the Information Technology division, the incumbent performs a variety of duties that are complex in nature and moderately broad in scope. The incumbent assists in enhancing and maintaining its service delivery abilities. The incumbent produces application solutions that are scalable, supportable, secure, and stable. This includes being responsible for assessment of business cases, appropriate solutions, and application of the system development project life cycle to ensure successful solutions implementation. The incumbent is responsible for ensuring that industry, State and Department standards are utilized in designing solutions that serve the public, business partners and employees of the organization in an effective manner. Duties include, but are not limited to, the following:

Job Functions

[Essential (E) / Marginal (M) Functions]:

40% Application Design and Development (E)

- Performs analysis, design, configuration or programming, testing, implementation and training throughout the software application lifecycle. Develops, writes and creates programs and software applications.
- Assesses and analyzes business and system requirements for computer programs or software applications and database systems, and applies knowledge of State policies, standards and guidelines in information technology project initiation, development, maintenance with respect to security, accessibility, presentation, and enterprise architectures.
- Consults with management and other technical staff in cost development, resource planning, scheduling, and prioritizing projects.
- Performs application development functions such as upgrades, monitoring, tuning, troubleshooting, and repairing software application systems and dependent components or sub-systems in a complex environment. This includes performing system administration functions related to systems, software and application code management.
- Analyzes, designs, tests, and documents the support of an application development environment

20% Develops and Maintains Data Architecture and Data Management (E)

- Design databases to meet the specifications associated with application designs, provide for performance, and maintenance of data integrity. Also responsible for data export, import, transformation, extraction which may involve large and highly confidential data sets.

15% Application Management (E)

- Conducts research and consults with management and technical personnel to identify problems and suggest changes such as performance, security, capacity planning, and maintenance issues. Documents configuration, change, release and operations aspects of the defined solutions.
- Designs, creates and maintains database designs and modifications to meet the specifications associated with various software applications providing performance, and maintenance of data integrity, facilitating data export, import, transformation, and extraction which may involve large and highly confidential data sets.
- Monitors and maintains products for upgrades; coordinates with all impacted support teams and customers to complete upgrades when needed.
- Identifies and resolves computer program and software issues including problem identification, documenting recommendations or known issues, and facilitating completion of troubleshooting processes.

15% Application Support (E)

- Oversees and completes routine application support activities associated with the health and quality of the software applications, such as configuring,

monitoring, permissions management, process management, notification configuration and response to support essential services.

- Analyzes and resolves customer problems and requests such as resolving installation, configuration, software/application procedure problems and defects encountered by system users.
- Serves as a technical instructor for fellow application and infrastructure coordinators regarding software application functionality.

5% Application Compliance (E)

- Performs accessibility testing and modifications of software applications and operating systems to ensure CalHR complies with Section 508 of the Rehabilitation Act of 1973 and level A and AA of Web Content Accessibility Guidelines (WCAG) 2.0 standards.
- Evaluate and test solutions against business requirements for systems functionality.
Facilitates workgroups in the development of requirements and detailed specifications for the creation and management of solutions.

5% Non-Essential or Marginal Functions (M)

- Evaluates and recommends internal process improvements and provides written documentation to management.

Supervision Received

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

Supervision Exercised

None

Special Requirements / Desirable Qualifications

The duties of this position are performed indoors. The employee's workstation is located at 1515 "S" Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes.

Applies knowledge of State policies, standards and guidelines in information technology project initiation, development, maintenance with respect to security, accessibility, presentation, and enterprise architectures.

Applies a broad range of knowledge in systems lifecycle management and production operations to perform project management tasks associated with deployment of software solutions.

Working Conditions

May be requested to work overtime and weekends depending on workload.

Attendance

Must maintain regular and acceptable 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.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.* (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel analyst.)

**A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity.*

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Printed Name	Date

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

Supervisor Signature	Supervisor Printed Name	Date