

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Information Technology Services Division	EFFECTIVE DATE
BRANCH/SECTION Enterprise Software Development	CLASS TITLE Information Technology Specialist II
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.	PHYSICAL WORK LOCATION Sacramento/San Francisco
INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-406-1414-017
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.	
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS: Under the general direction of the Information Technology Manager I (ITM I) over the Enterprise Software Development Section, the Information Technology Specialist II (ITS II) is responsible for overseeing, leading, and architecting applications/complex projects. Perform system development for information technology systems using system development life-cycle methodologies (e.g., Agile) and following industry-standard development and security practices. The ITS II demonstrates an in-depth understanding and level of expertise regarding the development of application services and technologies and makes use of innovative problem-solving strategies to perform a wide variety of tasks where guidance is not readily available.	
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
40%	<p><u>Business Domain: Software Engineering</u></p> <p><u>ESSENTIAL FUNCTIONS:</u></p> <p>Develop and review business and data architectures for implementing new systems or updating existing systems to support new broadband and surcharge reform requirements. Review proposed architectures, system designs, and implementations for compliance with state and CPUC policies, best practices, and security requirements. Serve as Technical Lead with broadband and surcharge reform system implementations and receive knowledge transfer from vendors related to new and updated systems for the purpose of Maintenance and Operations (M&O). Assist program staff with ongoing data, analytics, Geographic Information System (GIS) and reporting support related to broadband and surcharge reform systems and data.</p> <p>Oversee, lead, and demonstrate a depth of leadership and expertise in cloud-based and on-premises application development and maintenance to optimize and apply architecture solutions for the benefit of the overall organization and play a major role in advising management or formulating information technology strategy and policy within the organization. Plan, architect, design, configure, administer, and maintain complex applications and integrate new systems with existing technical resources that meets the business and functional needs of the department. Determine best technology solution to eliminate manual and/or repetitive tasks for business customers using best application development practices.</p> <p>Review software architecture and make recommendations regarding technical and operational feasibility to provide solutions and guidance to IT and business customers on design, development, implementation and maintenance of existing applications, long-term IT application systems, cloud environment, and database configuration management. These tasks include but are not limited to evaluating new tools and coding languages as required; meeting with stakeholders to collect requirements, requirements analysis, writing technical documentation, development, writing test procedures, unit and integration testing, maintenance, and technical support of various business application systems.</p> <p>Lead and mentor project teams in evaluation of current computer systems including compatibility for conversion or refactor for cloud infrastructure. Troubleshoot complex programming and systems issues to fix/enhance applications/systems used by business users; correct or repair issues as requested.</p>

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	<p><u>ESSENTIAL FUNCTIONS: (Continued)</u></p> <p>35% Work independently at a high-level designing, developing, coding, testing, documenting, maintaining, enhancing and supporting database applications on various operating and database systems using in-house development tools such as, Salesforce, Oracle Forms and Reports, Oracle Application Express, Tableau, Java etc. to verify stability, interoperability, portability, security, or scalability of system architecture. Develop logical and physical data models, and Entity Relationship diagrams for database design and system requirements [for what purpose?]. Analyze, evaluate, and document requests to resolve application issues, perform user enhancements, and implement application change requests, make and implement recommendations to improve application security, performance, functionality and reliability.</p> <p>20% Analyze and document business processes as part of the system development lifecycle, to include but not limited to, coordination and consultation with program office staff and management to identify, analyze, and document business, functional, and technical requirements, necessary for IT system development; developing research analysis reports related to technology solutions or products; actively participating in the procedures and processes for code maintenance, storage, and release management; perform software product deployment and release management activities' and plan and conduct user training. Attend training classes and seminars to keep current in the latest state of the art techniques.</p> <p><u>MARGINAL FUNCTIONS:</u></p> <p>5% Performs other job-related duties as required.</p> <p>Develop project plans, schedules, and time estimates for custom IT systems for new enterprise roll outs or enhancements to the existing systems. Effectively communicate (verbal, written) with colleagues, customers, and the Information Technology Services Division (ITSD) managers and supervisors, writing project status reports and providing project documentation, as required. Lead or direct the documentation of business processes or workflows, as necessary.</p> <p><u>KNOWLEDGE AND ABILITIES [From Class Specs]</u></p> <p>Knowledge of: Information technology concepts, practices, and principles to provide a foundation for technology related work. Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices. Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; 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. Emerging technologies and their applications to business processes; business or systems process analysis, design, testing, and implementation techniques; techniques for assessing skills and education needs to support training, planning and development; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the State of California project management standards, methodologies, tools, and processes; software quality assurance and quality control principles, methods, tools, and techniques; research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards.</p> <p>Ability to: Perform research and data gathering; analyze information and evaluate results to choose the best</p>
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solution and solve problems; communicate effectively verbally and in writing as appropriate for the needs of the audience; utilize reporting tools to develop and analyze statistical reports; interpret and explain technical information to non-technical individuals; interpret customer requests to meet service needs and resolve problems; provide customer service; work cooperatively with staff at all levels; proficiently use computers and productivity software; and understand and align technology proposals with business needs. Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes. Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs. Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:

- Work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature. Sit at a desk during core office hours. Use a computer, keyboard, mouse, monitor, and printers for prolonged periods of time.
- Bend and stoop to retrieve and replace files and records weighing up to 20 pounds. Move about the office and stand or sit for long periods at a time.
- Proficiently use standard office technologies, including computer applications, phone equipment, Internet, voicemail, email, etc.
- This position is FLSA exempt and may require some work outside of normal business hours. Available during off-duty hours for 24X7 crisis coverage to respond to emergencies related to Commission activities in order to maintain critical processes and programs under the direction of existing policies and procedures.
- Occasional travel via private or public transportation (i.e., drive an automobile, take an airplane flight, etc.) that may include overnight lodging, several days at time and long distance inside California.

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)

Harsharan Kaeley

SUPERVISOR'S SIGNATURE

DATE

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EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE