



Classification: Information Technology Specialist III
Position Number: 880-280-1415-021

DUTY STATEMENT

☐ CURRENT ☒ PROPOSED

RPA Number: 25-280-030	Classification Title: Information Technology Specialist III	Position Number: 880-280-1415-021
Incumbent Name: Vacant	Working Title: Salesforce Architect	Effective Date: TBD
Tenure: Permanent	Time Base: Full Time	CBID: M01
Division/Office: Division of Information Technology		Section/Unit: Special Projects Branch
Supervisor's Name: Kiran Kesireddy		Supervisor's Classification: Information Technology Manager II

Human Resources Use Only:	
HR Analyst Approval:	Date:

General Statement
Under the administrative direction of the Information Technology Manager II of the Special Projects Branch in the Division of Information Technology and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.
Position Description
The Information Technology Specialist III (ITS III) works independently on the most complex enterprise applications. This position requires the incumbent to be courteous, communicate effectively and professionally (verbal and in writing) with team members and customers, provide timely responses to internal/external customers, follow through on commitments, and consider internal/external customer input when completing work assignments. The ITS III will provide IT services from IT domains including Software Engineering, System Engineering, Information Security Engineering, Information Technology Project Management, and Business Technology Management.
The incumbent acts as a lead Salesforce Architect responsible for providing expert-level data architecture leadership and development functions in support of the agency's diverse enterprise needs including enhancements related to special IT projects.



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The incumbent acts as a technical lead and solution architect, responsible for defining, designing, developing, documenting, coordinating, and integrating Salesforce customer relationship management (CRM) solutions for the Division. The ITS III possesses a wide and deep practical technical knowledge of Salesforce and related technologies. The ITS III is recognized as a subject matter expert in their area of specialization, exhibits a mastery level of team leadership qualities, and directs the most critical/complex projects. The ITS III performs duties related to the maintenance of Salesforce implementations including user research, user-centric design, workflows, case management, configuration, testing and implementation. The incumbent ensures seamless integration with enterprise middleware solutions such as MuleSoft, API gateways, and other integration frameworks to connect with external systems, leveraging RESTful APIs, SOAP, and event-driven architecture. The ITS III will have extensive knowledge of project management methodologies, standards, and release management processes and tools.

Essential Functions (Including percentage of time):

45%	Define the technical architecture and design of the Salesforce Solutions. Customize and configure Salesforce features such as custom objects, fields, workflows, validation rules, and process automation to meet business requirements. Develop custom solutions using Apex, Visualforce, Lightning Web Components, and other Salesforce technologies to extend platform capabilities. Design and implement seamless integrations between Salesforce and external systems using REST/SOAP APIs, middleware platforms, and integration patterns, as well as manage data migration and transformation strategies. Lead the implementation of Salesforce DevOps practices, including version control, release management, and continuous integration/continuous deployment (CI/CD) processes, ensuring a streamlined software development lifecycle (SDLC). Mentor and provide technical leadership to development teams, guiding them on best practices, reviewing code quality, and troubleshooting complex technical issues to ensure the platform meets both performance and business needs. Develop training sessions and ensure that team members have a good understanding to be able to maintain and support Salesforce solutions. Engage with major enterprise projects to review architecture, understand integration of various Custom/ Modified Off-The-Shelf solutions (COTS/MOTS), custom developed solutions and to ensure that leads/team members have an understanding of the solution. Work with other team members within IT to develop roles and responsibilities for the various projects that are being developed from program areas. Ensure quality assurance through implementation of measures and protocols for accurate and high-quality data.
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30%	Lead and provide comprehensive technical guidance with planning, analysis, end- to-end design, development, implementation, and operations of the Salesforce solutions. Design and build Salesforce solutions that align with the broader enterprise architecture and business goals. Design data models, security models, and workflows aligned with industry best practices. Create a strategic roadmap for Salesforce deployments, ensuring that solutions are scalable, maintainable, and aligned with long-term business strategies. Lead the integration efforts between Salesforce and other enterprise systems, ensuring seamless data flow and alignment across platforms. By leveraging advanced API strategies and middleware tools, ensure that Salesforce integrates smoothly with third-party systems, legacy applications, and custom-built solutions. Drive continuous improvement of the use of emerging technologies, leveraging new Salesforce features to continuously improve the platform and recommend innovations that align with strategic organizational goals. Ensure system scalability and performance, develop strategies to optimize system performance, ensuring that Salesforce handles increasing workloads efficiently. Ensure Salesforce solutions are compliant with industry regulations, implementing necessary security measures and governance processes for data privacy and security. Design high-availability architectures and disaster recovery strategies to protect critical business functions in case of system failure.
10%	Continuously demonstrate a commitment to professional development for self and team. Stay informed about the latest trends, tools, and methodologies in the field. Assess training needs related to the application of technology. Train other team members on new enhancements and domain specific topics. Provide technical support and troubleshooting and provide training to end-users and support staff in using application development tools and applications. Understand business drivers and business capabilities (Current State and Future State) and determine the corresponding enterprise system designs and change requirements to drive targeted business outcomes.

Marginal Functions (Including percentage of time):

5%	Evaluate and recommend vendor software packages and hardware/software purchases.
5%	Attend regularly scheduled DIT staff meetings, training sessions.
5%	Perform other duties as required.

Typical Physical Conditions/Demands:

The job requires extensive use of a personal computer and the ability to sit/stand at desk, utilize a phone, and type on a keyboard for extended periods of time. Ability to lift 15 pounds, bend and reach above shoulders to retrieve files and/or documents.

Typical Working Conditions:



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The incumbent works on the 8th floor of a high-rise office building in downtown Sacramento, in an enclosed, non-windowed office cubicle in a smoke-free environment. The work schedule is Monday through Friday. Mandatory overtime, including evening and weekend work may be necessary to meet critical project deadlines.

Supervisor Statement		
I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.		
Supervisor Name	Supervisor Signature	Date
Employee Name	Employee Signature	Date