STATE OF CALIFORNIA
DUTY STATEMENT
CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Information Technology Services Division (ITSD)	EFFECTIVE DATE
BRANCH/SECTION Business Relations Management Section	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) 680-406-1414-016

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.

POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:
The Information Technology Specialist II (ITS II) works under the general direction of the Information   Technology Manager- I. The ITS II serves as a technical lead and subject matter expert in creating a CPUC data inventory and performing data classification, demonstrating an in-depth understanding and innovative problem-solving where guidance is not readily available. ITS II also provides supplemental application development support. ITS II acts as the lead over lower-level staff.

ITS II works in Software **Engineering, System Engineering,** and **Information Security** domains with limited work in the **IT Project Management** domain. The ITS II may lead staff working in the **Business Technology Management** and **Client Services** domains.

% 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. *(Use additional sheets if necessary)*

40%	<u>**ESSENTIAL FUNCTIONS:**</u> **Applications Support** • Manage multiple code (Python and R) repositories and multiple virtual environments under Windows 10. • Manage Energy Division migration to Anaconda Teams Environment • Coordinate with Anaconda consultants to regularly update our repositories with the latest packages. • Ensure our RedHat Linux environment and Anaconda are integrated and updated regularly. • Work with Energy Division staff to assess the needs for development of new packages, and coordinate new package development with Anaconda consultants • Manage Postgres database configuration and access. Manage Postgres at CPUC, which currently supports the Energy Division Database (EZDB) as well as the Postgres backend for the RPS database. Ensure Postgres is properly integrated with our Tableau Server and Tableau Desktop installation. • Coordinate R and Python projects internal to the Division • Create and manage system scripts using PowerShell and Linux shell tools.
25%	**Data Inventory and Classification** • Consult with CPUC divisions, program staff, and stakeholders to identify as-is data utilized in current business processes. This effort should include all data utilized, whether or not that data is formally captured / maintained in a CPUC automated system or is manually collected and processed. • Serve as the lead in the preparation of a high-level catalog of identified data along with all related business process(es) and/or application(s) utilized to manage the data. • Work with stakeholders to identify data that is shared with other CPUC program areas or with external partners. • Work with stakeholders to determine which data sets contain confidential or private information and expand the data catalog and create data dictionaries to provide additional details related to this data.

	• Coordinate with the stakeholders and the Information Security Office (ISO) to perform data classification to categorize the data sets following state policies and guidelines. • Serve as the lead in the preparation of high-level data flow diagrams and process flows documenting business processes, data utilized, and internal / external parties involved in preparing and utilizing the data. • Participate in Project Approval Lifecycle (PAL) activities. Create and review requirements and design documents for feasibility and alignment with state and CPUC standards. Assist with performing data classification for PAL projects as needed. • Act as a lead in the preparation or review of technical documents, as well as in the preparation, review and evaluation of control agency technical documents. • Manage the prioritization of work assignments and/or problem solutions to ensure completion of projects within established timeframes, and to perform tasks during stressful working conditions (e.g., tight deadlines, heavy workload).
20%	**Data Warehouse Support** • Assist with developing architecture, strategies, policies, and procedures to implement a common enterprise data warehouse infrastructure for the CPUC to allow all CPUC programs to securely consolidate and analyze programmatic data. • Review proposed data architecture and designs and make recommendations regarding technical and operational feasibility. • Plan, design and implement enterprise data models using system specifications and business requirements to provide for efficient data storage and retrieval in accordance with best practices to align technology solutions with business strategies. • Review existing data to assess data quality and develop processes to improve data quality. • Develop strategies, propose designs, and implement roadmaps including but not limited to a CPUC data portal, enterprise data warehousing, and enterprise data analytics. • Consult with CPUC divisions, program staff, and stakeholders to identify data to be incorporated into the data warehouse. Develop strategies and project plans to import identified data to the data warehouse and to leverage the data from the warehouse to enhance operational needs.
10%	**Training and Research** • Can act for the section manager in his/her absence to lead and monitor staff assignments, as well as maintain system service levels following existing policies, processes and procedures. • Conduct research and analysis of new and evolving technologies and industry best practices. Review current literature, white papers, and technical documentation. • Attending meetings, workshops, tutorials, labs, and training classes to maintain expertise is the best practices in existing and emerging technologies and industry. • Recommend system upgrades, cost-effective solutions, and process improvements to meet current and future needs. • Develop, maintain, and deliver training to CPUC staff related to industry best practices and database/ middleware technologies. • Provide technical/analytical support and training to IT staff. • Plan and conduct user training.
5%	<u>**MARGINAL FUNCTIONS:**</u> • Performs other job-related duties as assigned.

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KNOWLEDGE AND ABILITIES [*From Class Specs*]

Knowledge of: 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.

Ability to: 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:
- This position is covered in the Political Reform Act and is required under the CPUC's Conflict of Interest Code to complete and file a financial disclosure Form 700 within 30 days of appointment and annually by April 1st thereafter.
- Work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature.
- Sit at a desk during 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 during in person meetings.

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	• Proficiently use standard office technologies, including computer applications, phone equipment, Internet, voicemail, email, etc. • With general direction, organize and prioritize a wide variety of tasks requiring regular innovative problem-solving within broadly stated and non-specific guidelines under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles. Utilize sustained mental activity for analysis, reasoning and problem solving. • Occasional travel via private or public transportation (i.e., drive an automobile, take an airplane flight, etc.) including overnight lodging inside California may be required. • Available during off-duty hours for 24X7 scheduled maintenance and/or crisis coverage to respond to emergencies related to Commission activities as required to maintain critical processes and programs under the direction of existing policies and procedures. • Provide good customer service. Develop and maintain cooperative working relationships with managers, supervisors, other employees, and, as required, control agencies and other departments. Recognize emotionally charged issues, problems or difficult situations and respond appropriately, courteously, honestly, and professionally. (See Government Code 19572 which applies to all state employees.)

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

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
Michael Bonner		

EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

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