

DUTY STATEMENT
TECH 052 (REV. 02/2018)

25-077

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).**INSTRUCTIONS:** Before completing this form, read the instructions located on last page.**Section A: Position Profile**

A. DATE 10/2/2025	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist II		E. POSITION WORKING TITLE Software Architect
F. CURRENT POSITION NUMBER 695-363-1414-047		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-361-1414-xxx
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTech / Platform/ Window Services / Web Architecture/ Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Richard Bietz, Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY-FRIDAY / 8:00AM- 5:00 PM / DAY	K. POSITION REQUIRES:	FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) <input type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input checked="" type="checkbox"/> Information Security Engineering <input checked="" type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering
	Organizational Setting and Major Functions <p>Under the general direction of the Information Technology Manager I (IT Mgr I), the Information Technology Specialist II (IT Spec II) is responsible for providing the California Department of Technology (CDT) and its customer with analytical and an advanced level of technical assistance for the CDT's supported web services. The Web Architecture Team coordinates closely with the Office of Technology Services' (OTech's) Service Desk, internal and external customers and other technical staff to resolve first and second level support calls. The IT Spec II is responsible for the concurrent oversight of multiple projects and will work with the CDT system integration technical staff to design, plan, and implement supported products and services required to support customer's complex business needs.</p>
% of time performing duties 40%	Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.) <ul style="list-style-type: none"> The Information Technology Specialist II functions at the advanced level providing technical skills and knowledge in support of the California Department of Technology web projects and environments. The IT Spec II must be able to work independently, cooperatively and in collaboration with staff at all levels. The IT Spec II will provide team leadership in creating/evaluating/supporting new solutions across on-premises and cloud environments. They will also maintain primary responsibility of the processes, workflows and procedures of the web hosting team. The IT Spec II will be a member of the Solutions Architecture team that designs and supports Platform Services solutions for on premises and cloud based services. Typical duties may include: <ul style="list-style-type: none"> Provide complex project design, scheduling, and coordination for on premises, cloud-based web services and related software components. Design, support and troubleshoot emerging technologies involving a wide range of cloud and AI services. Design new technologies, architectures, and secure solutions that will support security requirements and align with strategic planning for the enterprise and its customers, business partners and vendors. Develop and ensure security solutions and technical artifacts are in place throughout all IT systems and platforms. Develop and maintain the IT Contingency Planning Program including preliminary planning, business impact analysis, alternate site selection, recovery strategies, training and exercising to work within the overall Business Continuity Plan. Update standards, procedures and controls to ensure proper installation, configuration, maintenance, security, reliability, and availability of systems.

<p>% of time performing duties</p>	<ul style="list-style-type: none"> Responsible for making substantial technical decisions and coordinating with the CDT technical staff to resolve production problems in an expedient manner while informing management of problems and actions taken. Perform complex system software component upgrades and apply software patches. Provide digital certificate security support by defining and securing the certificate from an independent authority, and by installing, customizing, and monitoring its use. Analyze and report on the hardware and software performance of web servers to ensure the reliability and integrity of data and services. Act as a team resource and member; lead in evaluation of software enhancements and new initiatives.
<p>40%</p>	<ul style="list-style-type: none"> Analyze, research, and resolve application and system problems reported by the OTech Service Desk and customers. Provide a broad knowledge and understanding for the installation, development, maintenance, and problem isolation for the CDT web environments and web application services provided by the unit. Coordinate with the OTech Service Desk, internal and external customers, the CDT Web Services team members, and other technical staff to resolve first and second level support calls. Follow the CDT change control policies and procedures to maintain and enhance the web infrastructure to provide high availability, performance and security for customers' applications. Provide consulting assistance to customers in their development, testing, and migration of web-enabled applications and services. Work with software vendors' technical support groups to assist the CDT customers in identifying and resolving application errors. Work with vendors when they are part of a customer's system integration team to ensure that their business application is implemented following the CDT and Web Services standards. Installation, configuration, testing, and administration of web servers following documented Web Services standards and procedures.
<p>15%</p>	<ul style="list-style-type: none"> Lead strategic planning initiatives to ensure that CDT's web hosting environments—both on-premises and cloud-based meet evolving business, security, and technology needs. This includes conducting in-depth research on emerging technologies and standards, developing roadmaps for service improvement, and aligning infrastructure and architecture plans with enterprise goals. Facilitate the development and maintenance of policies, procedures, and best practices related to web hosting and service delivery. Coordinate with CDT leadership, cross-functional teams, and external stakeholders to assess future needs, propose scalable and secure solutions, and ensure continuous alignment with statewide IT strategy. Monitor project risks, leads issue resolution efforts, and provides regular progress updates to management and stakeholders. Ensure effective knowledge transfer and documentation to support operational handoff and long-term maintenance.
<p>5%</p>	<p>Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)</p> <ul style="list-style-type: none"> Keep management, customer representatives, and/or customers informed on status of projects. Monitor system availability, usage, and performance for problem prevention, detection, and resolution. Work independently and as a team member to accomplish assigned tasks identified in the CDT strategic plan. <p>Work Environment Requirements</p> <ul style="list-style-type: none"> Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). Periodic overtime, weekend and off service hours support work. May be required to carry a pager or cell phone. Be available for on-call or on call back as needed, and to respond after working hours to Service Desk tickets.

- Travel may be required for training and conferences.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Spec II will receive general direction from the IT Manager I based on the California Department of Technology's strategic direction and goals, and customer projects.

Actions and Consequences:

The web systems maintained by the IT Spec II at the CDT and its clients under the IT Spec II's assistance and guidance are used to provide business services that are widely used in state government, and often support critical functions such as emergency services and cabinet-level communications. The impact of IT Spec II decisions directly affects the CDT customers in public relations and/or monetary expenditures. Good judgment and decisions are critical in this position.

Personal Contacts:

The IT Spec II contacts managers, technical staff, customers, and system users to provide and make recommendations regarding the CDT web-based services. There will be regular contact with IT staff, vendors and external entities to coordinate problem solving and to discuss business and system requirements, platform configuration, and operation procedures.

Administrative and Supervisory Responsibilities (Indicate "None" if this is a non-supervisory position.)

None

Supervision Exercised:

The IT Spec II does not supervise but may lead. The IT Spec II has defined responsibility and authority for decision making related to projects or in an advisory function.

Other Information

Desirable Qualifications: (List in order of importance.)

The successful candidate should possess the following:

- Ability to grasp new web-enabled concepts and application architectures.
- Ability to stay current with concepts, components and standards related to the TCP/IP and web services protocols.
- Must maintain regular, consistent and predictable attendance.
- Ability to consistently exercise good judgment.
- Knowledge and ability to exercise broad technical and business skills.
- Ability to communicate effectively, both orally and in writing with upper management, subordinates, peers and customers.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
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