

DUTY STATEMENT

Employee Name:	Position Number: 580-151-1402-106
Classification: Information Technology Specialist I (System Engineering)	Tenure/Time Base: Permanent/Full Time
Working Title: Systems Support Specialist	Work Location: 1616 Capitol Ave., Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Application Technology and Support Branch/ Informatics Data Exchange & Applications Section/ Application Support Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating customer-focused solutions that are responsive and agile, supporting a modern infrastructure, tools, architecture, and standards to effectively provide efficient services following service-level agreements. The Information Technology Services Division (ITSD) leverages data and technology to create sustainability across CDPH by creating efficient solutions that meet customer expectations and reduce waste, as well as creating innovative solutions, strengthening partnerships and collaborations, and embracing technology.

Under direction of the Information Technology Supervisor (IT Sup) II and/or Information Technology Manager I (ITM I), Chief, Informatics Data Exchange and Applications Section (IDEAS), the Information Technology Specialist (ITS) I operates as a technical specialist for the development and maintenance of on-premise and/or cloud software systems and/or software applications. The ITS I acts in a lead role on projects involving application and database development, technical system configuration, performance tuning, problem resolution, and provides support and maintenance for mission-critical applications and systems.

The ITS I performs duties in the Software Engineering, Systems Engineering, and Business Technology Management domains.

Special Requirements

- ☒ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: May require occasional travel of less than 5% to conferences or regional offices.
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☒ Other: This position may require the incumbent to monitor, receive, and respond to production related and time sensitive work matters outside of normal business hours.

Essential Functions (including percentage of time)

- 25% Serves in a lead role in application software development life cycle, system administration, and security for new and existing on-premise and in-cloud applications at all stages and in all environments. Performs complex system analysis and proposes suggested solutions and designs for new development and/or modifications to existing applications and/or systems in compliance with departmental policies, guidelines, and standards. Gathers and develops business requirements, system and program specifications, use cases, test cases, and test reports. Writes programming code for systems and/or modules using various programming languages (i.e., MS Visual Studio, C#.Net, VB.Net, SQL, Python, DevOps, Azure, and other cloud services). Conducts logic and programming code walkthroughs with peers, development teams, and management. Conducts unit, integration, system, stress tests, and code deployment in all environments. Develops and revises various documents including, but not limited to, migration plans, task checklists, installation and configuration procedures, disaster recovery plans, and software evaluation reports. Works with all levels of impacted staff (e.g., public, participants, vendors, county, state, control agencies, federal) and acts as a liaison between program and information technology (IT) stakeholders. Plans, coordinates, and conducts walkthroughs and user trainings for changes and modifications to existing/updated systems.
- 25% Performs studies and research analysis related to technology projects; provides IT consultation in support of business programs; coordinates and consults with users, administrators, and engineers to identify business and technical requirements; develops and sustains cooperative working relationships with project stakeholders; and identifies infrastructure system

requirements and recommends technology standards and methods to support organizational needs. Conducts research and performs analysis to recommend system upgrades, cost-effective solutions, and process improvements; and troubleshoots, tracks, and conducts root-cause analysis of system/database/operational issues. Acts in a leadership role and demonstrates technical versatility for lower-level staff aligning with technological modernization strategies in support of CDPH programs.

- 25% Collaborates with subject matter experts in providing database administration, including, but not limited to database design, development, implementation, installation/configuration of database servers and database software, resolution of complex technical problems, database security monitoring, database performance monitoring, database backup and recovery, and database problems troubleshooting and resolution. Develops, evaluates, and maintains standards and procedures related to database design, configuration management, quality assurance, database change control process, database integrity and security, database backup recovery and maintenance activities, implementation plan, installation of new enhancements, and releases of software. Installs, configures, secures, and optimizes server application software to accomplish interoperability between disparate systems. Configures and administers authentication protocols to protect data in all zones while allowing validated access for system users. Conducts routine maintenance including, but not limited to, server performance monitoring and fine-tuning, security patches, hot fix, backup, and disaster recovery testing. Diagnoses, analyzes, troubleshoots, and resolves hardware/software conflicts related to various causes.
- 20% Maintains and supports various clustered application and database platforms, on-premise and in-cloud, including, but not limited to, software installation and version upgrade, backup and restore, jobs setup, and scheduling, etc. Reviews existing service-monitoring tools, system health checks and alerts; updates as necessary and develops new health checks to further improve operations using scripting tools and platforms (e.g., Azure Monitor, Power Platform, Power BI, Tableau, SQL server, Snowflake, SSIS, Databricks, PowerShell, JavaScript, VBScript). Performs and completes Maintenance and Operation (M&O) work using the Branch's suite of technology tools, platforms, and programming languages (e.g., .NET Framework, C#.Net, VB.NET, ASP.NET, XML, JSON, Python, DevOps, Windows, Linux, AWS and Azure Cloud services).

Marginal Functions (including percentage of time)

- 5% Performs other job-related duties as assigned.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
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Supervisor's Signature	Date	Employee's Signature	Date
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HRD Use Only:

Approved By: D.S.

Date: 11/20/25