DUTY STATEMENT

Employee Name:	Position Number: **580-151-1402-XXX**
Classification: Information Technology Specialist I (Software Engineering)	Tenure/Time Base: Permanent/ Full Time
Working Title: Application Developer	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/ Center for Health Care Quality Support Section/ CHCQ Applications Systems Support

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, Chief, Center for Health Care Quality Applications Systems Support (CHCQASS), the Information Technology Specialist (ITS) I functions as a high-level, advanced technical specialist. The ITS I performs work independently and serves as part of a highly skilled, interdisciplinary technical team providing expertise in support of the Center for Health Care Quality (CHCQ) business applications.

The ITS I serves as a project leader, responsible for providing analytical and complex programming services in support of CHCQ. The ITS I identifies the causes of production problems and assists the IT Sup II in leading the planning and implementation of appropriate technical solutions by applying, developing, and implementing information technology (IT) solutions for CDPH system problems to achieve desired results. The ITS I applies knowledge of the System Development Life Cycle (SDLC) principles and techniques to analyze CDPH business processes to develop new, and to enhance and maintain existing information technology system applications.

The ITS I performs duties within the Software Engineering and System Engineering domains.

Special Requirements

☐ Conflict of Interest (COI)

☐ Background Check and/or Fingerprinting Clearance

☐ Medical Clearance

☐ Travel:

☐ Bilingual: Pass a State written and/or verbal proficiency exam in

☐ License/Certification:

☐ Other:

Essential Functions (including percentage of time)

25% Develops and implements system plans, schedules, prioritization of all production, and project-related IT-business activities. Works independently to perform tasks during the SDLC, including, but not limited to, systems analysis, design, programming, integration, testing, deployment, administration, technical support, disaster recovery, and production maintenance. Reviews, develops, and designs software using accepted development standards. Leads design and development efforts for new application and or upgrades to existing applications.

Develops solutions for, and prioritizes system problems and enhancements, in direct response to customer requests for system changes. Works extensively with program managers and staff to develop formal change requests and recommend alternative solutions to business problems.

25% Performs studies and research analysis related to technology projects; provides IT consultation in support of business programs; coordinate and consult with users, administrators, and engineers to identify business and technical requirements; develops and sustains cooperative working relationships with project stakeholders; identifies infrastructure system requirements and recommends technology standards and methods to support organizational needs. Conducts research and perform analysis to recommend system upgrades, cost-effective solutions, and process improvements; 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.

20%   Utilizes programming language knowledge and journey-level knowledge of relational databases to assist with the programming of applications, the development of test cases/test scripts, and assist system users to conduct user acceptance testing. Leads the programming of one or more systems, developing of test cases, and assisting system users to conduct user acceptance testing. Implements software upgrades and provide ongoing application support.

15%   Responds to automated systems users' help-desk requests and work closely with application users to ensure complex support requests are met timely and satisfactorily. Utilizes department and industry best practices to identify complex programming problems, research problems, develop solutions, and present recommendations to management and customers. Meets with customers to identify their business needs, identify necessary resources, and develop schedules to implement the solutions.

10%   Develops high-level workplans; contacts users to discuss business/system requirements; and identify resources, schedules, and priorities. Communicates effectively, both orally and in writing, and maintain regular and frequent communication with programs, customers, and other IT professionals. Keeps management and staff informed of project status.

Utilizes advanced techniques of requirements elicitation; analyzes and defines internal and external customers' data and reporting needs. Develops reports using standard reporting tools including, but not limited to, SQL Server Reporting Services and Power BI. Develops dashboards using Tableau. Works closely with other ITSD analysts to develop standard and ad-hoc reports as needed. Performs multiple complex technical requests with highly compressed time requirements.

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
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:
Approved By: D.S.
Date: 5/30/25