

ESSENTIAL FUNCTIONS DUTY STATEMENT

ADM-002

(Rev. 2/2024)

Classification Title:	Branch/Division/Bureau:
Information Technology Specialist I	Information Technology
Working Title:	Office/Unit/Section/Geographic Location:
Product Manager	Sac/SF/LA
Position Number (13 Digit):	Conflict of Interest Position:
411-180-1402-906	<input type="checkbox"/> NO <input checked="" type="checkbox"/> YES
RPA Number:	Work Schedule:
#	Monday – Friday, 8:00 a.m. – 5:00 p.m
Employee Name:	Effective Date:

CORE VALUES/MISSION

The California Privacy Protection Agency (CalPrivacy)'s mission is to protect Californians' consumer privacy. CalPrivacy implements and enforces the California Consumer Privacy Act (CCPA). Its responsibilities include: 1) rulemaking in a highly complicated, technical, sometimes contested, and nuanced area; 2) supporting awareness across California's diverse population on issues related to privacy and data security, including the new rights provided to them by the law; and 3) administrative enforcement of those rights.

POSITION CONCEPT

Under the direction of the Information Technology Manager I and in close partnership with the Assistant Deputy Director for the Delete Act, the Product Manager serves as the functional and analytical lead supporting the Delete Request and Opt out Platform (DROP). The position focuses on product planning, requirements development, user experience support, data analysis, and coordination across teams, helping ensure DROP operates in alignment with the Delete Act and the California Consumer Privacy Act (CCPA). The role bridges program needs and technical delivery by documenting requirements, organizing work, interpreting policy impacts, preparing analytics, and supporting release coordination, while ensuring work aligns with program expectations.

SPECIAL REQUIREMENTS

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment.

ESSENTIAL FUNCTIONS**35% – Product Management and Delivery**

- Develop and maintain the DROP product backlog, including features, user stories, acceptance criteria, and priorities.
- Coordinate planning activities with internal IT staff, vendors, and program partners.

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- Track progress, risks, and dependencies; prepare updates for the IT Manager I and Assistant Deputy Director.
- Maintain product documentation, configuration notes, and version history. Assist with validating releases against documented requirements and accessibility expectations.

25% – Data, Analytics, and Reporting

- Develop and maintain dashboards, metrics, and reports supporting program oversight and Board updates.
- Analyze platform activity, performance, and accessibility data to identify patterns and opportunities.
- Prepare data extracts, summaries, and visualizations for audits, reporting, and transparency needs.
- Maintain documentation of definitions, data sources, and quality checkpoints.

15% – Policy to Product Translation and Compliance Alignment

- Translate relevant portions of the Delete Act and CCPA/CPRA regulations into clear business and functional requirements.
- Maintain traceability between statutory obligations, documented requirements, and test scenarios.
- Coordinate with internal teams to align expected behavior with legal and policy interpretations.
- Support compliance reviews involving privacy, records retention, and information security by preparing documentation and clarifications.

10% – User Experience, Accessibility, and Outreach Support

- Summarize user feedback from support channels, research sessions, and stakeholder discussions.
- Document user journeys, pain points, and opportunities to inform design and workflow improvements.
- Support usability and accessibility reviews, including preparation of content that follows plain language.
- Coordinate user-facing updates and assist with preparing guidance, FAQs, and outreach materials.

10% – Operations and Coordination

- Serve as liaison across CCPA divisions for routine DROP operational coordination.
- Assist with vendor communication, deliverable reviews, and testing logistics.
- Maintain operational runbooks, escalation pathways, and internal knowledge base materials.
- Support readiness and communication activities for releases, continuity exercises, and incident documentation.

5% – Marginal Functions

- Assist with procurement documentation and budget tracking related to DROP support.
- Participate in cross-agency workgroups, demonstrations, or coordination efforts.

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- Contribute to IT Division documentation, process improvement efforts, and administrative tasks as needed.

WORK ENVIRONMENT OR PHYSICAL ABILITIES

- Professional hybrid work environment.
- Limited travel may be required.
- Frequent computer and software use.
- Occasional after-hours work to support releases and/or incident response.
- Monday - Friday workweek with work outside of normal business hours, as needed.
The position is part of a distributed team that involves teleworking and reporting to the office as needed/required.
- Daily and frequent use of computer and variety of office software applications.
- Ability to occupy office workstation for extended periods of time.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety Analyst.)

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name