State of California - Department of Social Services
DUTY STATEMENT

PROPOSED

EMPLOYEE NAME:

CLASSIFICATION:	POSITION NUMBER:
INFORMATION TECHNOLOGY SPECIALIST II	761-1414-001
DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*	BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*
ISD/ OPERATIONS AND MANAGEMENT BRANCH	Customer Support Bureau/Network Client Services Support
SUPERVISOR'S NAME:	SUPERVISOR'S CLASS:
Natalie Belton	INFORMATION TECHNOLOGY MANAGER I

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- ☑ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. *(Explain below)*
- ☐ None
- ☑ Other *(Explain below)*

  Fingerprinting clearance required.

I certify that this duty statement represents an accurate description of the essential functions of this position.		I have read this duty statement and agree that it represents the duties I am assigned.	
SUPERVISOR'S SIGNATURE	DATE	EMPLOYEE'S SIGNATURE	DATE

SUPERVISION EXERCISED *(Check one)*:

☐ None　　　　☐ Supervisor　　　　☑ Lead Person　　　　☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

　　N/A

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

　　Leads the Network Client Services Support unit within Operations and Management Branch for four Information Technology Specialist Is, and one Information Technology Associate.

MISSION OF ORGANIZATIONAL UNIT:

　　ISD's mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units.

　　ISD accomplishes this by:
　　• effectively managing information systems and equipment;
　　• planning, communicating and implementing responsible information technology policies and solutions; and,
　　• sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

Under the general direction of the Information Technology Manager I (ITM I) of the Operation and Management Branch, the Information Technology Specialist II (ITS II) provides expertise and leads consultation with business and Information Technology (IT) on security, architecture, and Enterprise applications to solve business and IT initiatives. This position works cooperatively with Business representatives, specialists, and subject matter experts in conducting expert level review of design as well as proposed and approved integration of systems across technical infrastructure.

A. RESPONSIBILITIES OF POSITION:

45% - Leads and works with cross-functional teams to architect, design, deploy, and resolve system and operational problems. Responsible for all end-user client configurations as well as the architecture, design, maintenance, documentation and management of Enterprise level solutions including but not limited to department endpoint management systems, Virtual Private Network (VPN), group policy, and client security standards. Provides expertise and leads consultation regarding department client operating systems, department business applications, and identity management service. Primary point of contact for leading team to restore services when enterprise applications are having issues.

35% - Provides leadership, expertise, knowledge and training for enterprise solutions, standards, practices, and security technologies to members of NCSS team. The ITS II maintains an expert level of technical skills and knowledge of current industry standards and procedures regarding best practices, security standards, operating systems, and troubleshooting procedures. The ITS II has expert knowledge of enterprise solutions and troubleshooting methods.

15% - Communicates with customers, technical staff, management and vendors. Collaborates with other Leads in Information Systems Division (ISD) and vendors to capture system requirements, define functional processes, and architect enterprise solutions to meet customer's requirements. Consults with internal/external entities regarding services provided by system's software teams and answer questions/inquiries in technical areas such as infrastructure, connectivity, data exchange, and security.

5% - Performs other job-related duties as assigned, including, but not limited to, special projects, providing support to other departmental IT management and staff, and acting as department liaison attending recurring meetings.

B. SUPERVISION RECEIVED:

The IT Spec II is under general direction of the IT Manager I. The IT Specialist II may independently perform special assignments, as required, in support of the program's needs.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The IT Specialist II has frequent contact with departmental staff (at all levels) as well as with vendors, contractors, consultants, and Federal, State and County entities. Additionally, may represent CDSS in discussing, analyzing and resolving critical and sensitive issues with the other State Agencies.

E. ACTIONS AND CONSEQUENCES:

Failure to develop and implement information security controls and measures could result in unauthorized access to CDSS' information resources, accidental or willful damage to CDSS' information resources, costly audit dis-allowances to the General Fund, the loss of information following a breach, loss and/or, disaster, inability to meed CDSS' objectives and loss of credibility with the public, control agencies, federal and other regulatory agencies.

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. This position is subject to fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).