



**Position Details**

**Classification:**  
Information Technology Specialist III

**Office:**  
Information Technology

**Working Title:**  
Senior Solutions Engineer

**Location:**  
Sacramento

**Position Number:**  
311-480-1415-002

**HR Approval Date/Initials:**  
12/10/25 MH

**CBID/Bargaining Unit:** M01

**Work Week Group:** E

**Tenure:**  
Permanent

**Time Base:**  
Full Time

**Job Description Summary**

Under administrative direction of the Chief of Digital Delivery and Innovation, the Information Technology (IT) Specialist III (Senior Solutions Engineer) provides expert-level guidance and support for the Authority’s application systems that leverage various technologies, including commercial off-the-shelf (COTS), software as a service (SaaS), infrastructure as a service (IaaS), Amazon Web Services (AWS), cloud-based development tools, and generative AI (GenAI) platforms. The incumbent works independently to evaluate and design technical solutions, enhance existing systems, and ensure the integration and optimization of applications necessary to support the organization's evolving needs. The Senior Solutions Engineer is innovative and possesses deep technical knowledge of emerging technologies, including GenAI, providing the strategic and tactical direction necessary to support the Authority’s mission.

The following IT Domains are applicable to the incumbent’s duties/tasks:

- Business Technology Management
- Information Technology Project Management
- Client Services
- Software Engineering
- Information Security Engineering
- System Engineering

**Duties**

Percentage  
Essential (E)/Marginal (M)

- 30% (E)     **Solutions Design**
  - Leads the evaluation, design, and implementation of scalable, secure, and high-performing application solutions.
  - Collaborates with other subject matter experts and architects to establish architectural standards and best practices for the integration of COTS, SaaS, IaaS, and custom-developed applications.

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- Ensures alignment with enterprise architecture and business objectives.
- Collaborates with business units to gather requirements, define use cases, and translate needs into technical solutions.
- Presents technical concepts and project updates to non-technical stakeholders.

30% (E) **Solutions Development and Integrations**

- Designs and implements integrations between systems using Application Programming Interfaces (API), middleware, and automation tools.
- Integrates applications across signaling, train control, asset management, and passenger information systems.
- Ensures interoperability between Operation Technologies/rail systems and modern digital platforms.
- Collaborates with development teams to enhance existing applications and deliver new capabilities.
- Supports change management and training efforts related to new systems and features.
- Troubleshoots complex technical issues and coordinates resolution across teams and vendors.
- Monitors system performance and implements improvements to ensure reliability, scalability, and security.
- Maintains documentation and knowledge bases for supported systems.

30% (E) **Technical Leadership and Innovation**

- Leads or supports the planning, execution, and evaluation of proofs of concept (POCs) and pilot projects to assess the feasibility and impact of innovative technologies before full-scale implementation.
- Utilizes GenAI tools to streamline workflows, automate content generation, and enhance user experience.
- Serves as a subject matter expert on emerging technologies, including genAI, cloud-native development, and DevOps practices.
- Provides strategic and tactical guidance to IT teams and business stakeholders.
- Evaluates and recommends new tools, platforms, and methodologies to improve solution delivery.
- Mentors and trains other Authority staff members on the adoption and application of modern technologies, tools, and best practices to build internal technical capacity and promote continuous learning.

10% (E)

**Other Duties**

- Fosters an environment of teamwork and collaboration, communicates position related information, and promotes the exchange of ideas through active listening and open discussion.
- Actively participates in team and departmental meetings, training, technology initiatives, or other assignments.
- Maintains up to date knowledge about state policies, processes, and industry best practices related to IT applications administration.
- Invests in personal development through continuous education to gain and enhance position-related knowledge.
- Ensures travel is approved and documentation and expense claims are processed in a timely manner.
- Adheres to Authority policies and procedures regarding attendance, leave, and conduct.
- Other IT duties as needed to accomplish the Authority’s mission and goals.

**Special Requirements**

The checked boxes below indicate any additional requirements of this position.

License Required Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Type:	Conflict of Interest (COI) Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Bilingual Required Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Language:	Contract Manager Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Medical Required Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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Other Special Requirements Information:

*Conflict of Interest (COI)* – 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 employee is required to complete Form 700 within 30 days of assuming employment. Failure to comply with the Conflict-of-Interest Code requirements may result in disciplinary action.

*Contract Manager* – Ensures that assigned contracts and agreements are administered and managed in accordance with the applicable policies and procedures of the Authority, the State Contracting Manual (SCM), and the California Government Code (GC).

**Knowledge and Abilities**

All knowledge and abilities of the Information Technology Specialist II classification; and

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Knowledge of: Development and application of technology in the current and future business environment; emerging technologies and their applications to business processes; policy development; and applications and implementation of information systems to meet organizational requirements.

Ability to: Research and identify best practice methods and processes to identify current and emerging trends in technology and recommend appropriate courses of action.

### **Desirable Qualifications**

- Hands-on experience with AWS platforms, SaaS integration, and enterprise application architecture.
- Hands-on experience with Programming languages such as .Net, Python, etc.
- Hands-on experience with SaaS applications such as ServiceNow, Salesforce, etc.
- Experience with complex integrations, Application Programming Interfaces (API).
- Experience with generative AI tools and frameworks (e.g., OpenAI, Copilot Studio, Azure AI, etc.).
- Demonstrate a working knowledge of project management practices, the system development lifecycle, etc.
- Demonstrate a service-oriented and customer relations-sensitive attitude.
- Ability to meet business needs through innovative solutions and demonstrate a service-oriented, customer relations-sensitive attitude.
- Ability to establish and maintain cooperative working relationships with all levels of staff and management; communicate effectively with peers, other technical teams, executives, external partners, vendors, and others.
- Ability to manage multiple high priority initiatives in a fast-paced, achievement-oriented environment and work under pressure to meet deadlines.
- Ability to maintain confidentiality of sensitive tasks, assignments, and information.
- Ability to prepare and produce clear and concise documentation (e.g., processes and procedures, plans, technical diagrams, information security policies, etc.).
- Willingness to work excess hours to achieve business results.
- Display enthusiasm for continuous learning.

### **Supervision Exercised Over Others**

This level does not supervise but may lead. The Specialist III provides technical and project management leadership. This level does not provide day-to-day operational management or supervision. The IT Specialist III has defined responsibility and authority for decision making related to projects or in an advisory function.

### **Public and Internal Contacts**

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The incumbent will have regular contact with various levels of staff at the Authority, consultants, vendors, contractors, and staff at other state agencies. The incumbent must handle all situations and communications tactfully and respectfully to support the Authority's mission.

### **Responsibility for Decisions and Consequence of Error**

At the IT Specialist III level, incumbents are responsible for independent work within business constraints. This level is responsible for recommendations to executives, decisions for projects, and outputs. This level is also responsible for program and project decisions and actions. The consequence of error at the IT Specialist III level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications. Consequences also include error in making decisions or giving advice that would have a serious detrimental effect on the operating efficiency of the undertaking or function.

### **Physical and Environmental Demands**

While working on-site, the incumbent works in a professional office environment, in a climate-controlled area which may fluctuate in temperature and is under artificial light. The incumbent will be required to use a computer, mouse, and keyboard, and will be required to sit for long periods of time at a computer screen. The incumbent must be able to focus for long periods of time, multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. The incumbent must develop and maintain cooperative working relationships and display professionalism and respect for others in all contact opportunities.

### **Working Conditions and Requirements**

- a. Schedule: Flexible schedules may be available for this position. Specific schedules will be set between the supervisor and the employee.
- b. Telework: Part time telework may be available for this position for California residents based on the requirements of the position.
- c. Travel: Travel may be required domestically and internationally, if needed, to support business needs and continuous learning.
- d. Other: The incumbent will be required to carry a state-issued cell phone and work outside of their regular schedule, as needed, to meet business needs.

### **Acknowledgment and Signatures**

I have read and understand the duties listed above and can perform them with/without reasonable accommodation (RA). (If you believe you may require RA, please discuss this with the supervisor indicated below who will discuss your concerns with the RA coordinator. If you are unsure whether you require reasonable accommodation, inform the supervisor indicated below who will discuss your concerns with the RA Coordinator.)

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Employee Printed Name:	Signature:	Date:
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I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Supervisor Printed Name:	Signature:	Date:
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