



## POSITION DUTY STATEMENT

California Student Aid Commission  
State of California

☐ Current

☒ Proposed 11/7/2025

Date Revised

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| <b>Date:</b><br>November 7, 2025   | <b>Name of Incumbent:</b><br>Vacant  |
| <b>Civil Service Title:</b><br>Information Technology Specialist I   | <b>Position Number:</b><br>270-701-1402-XXX  |
| <b>Working or Job Title:</b><br>IT Application Developer   | <b>Division/Unit:</b><br>ITSD/Application Services   |
| <b>Supervisor's Civil Service Title:</b><br>Information Technology Supervisor II   | <b>Location:</b><br>Rancho Cordova   |
| <b>Supervisor's Working Title:</b><br>Application Services Supervisor  | <b>Work Hours/Shift:</b><br>8:00am – 5:00pm  |
| <b>Conflict of Interest Disclosure Position:</b><br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  | <b>License or Other Requirement:</b><br>N/A  |
| <b>Bilingual Position (Specify Language):</b><br><input type="checkbox"/> Yes _____ <input checked="" type="checkbox"/> No   | <b>Public Contact Position:</b><br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Supervision Exercised:</b><br>N/A   |  |
| <p>This role is critical to accomplishing <a href="#">CSAC's established goals</a> to advance equitable student access, support and success and you are a valued member of the California Student Aid Commission's (CSAC) team. You are expected to work cooperatively with team members and others to enable CSAC to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.</p> |  |
| <b>CSAC MISSION STATEMENT</b>  |  |
| <p>CSAC is the principal state agency responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California. Its central mission is to make education beyond high school financially accessible to all Californians.</p>   |  |
| <b>PROGRAM INFORMATION</b>   |  |
| <p>The Information Technology Services Division (ITSD) supports CSAC in the delivery of State services and information to internal and external stakeholders through information technology service management using the Information Technology Infrastructure Library (ITIL) framework.</p> <p>The ITSD Production Branch develops and maintains all the applications related to CSAC business.</p>   |  |

## SUMMARY STATEMENT

Under the general direction of the Information Technology Supervisor II, the incumbent would function as an Application Developer under the ITSD Production Branch. Works as a full stack developer in an Angular framework, providing lead programming expertise independently or with a team.

The position would involve working on IT Application Support, leading application development and maintenance of the complex applications at CSAC and ensuring they operate and deliver the expected functionalities and meet the requirements for CSAC's business.

### IT Domains Used:

- Business Technology Management
- Information Technology Project Management
- Software Engineering

## ESSENTIAL FUNCTIONS (E) – MARGINAL FUNCTIONS (M)

| %                        | Job Descriptions  |
|--------------------------|---|
| <b>30%</b><br><b>(E)</b> | <p>Application Development and Maintenance - The IT Specialist I works under the direction of the IT Supervisor II within the ITSD, serving as an advanced technical resource for complex and time-sensitive IT projects.</p> <p>Responsibilities include the analysis, design, development, testing, implementation, and maintenance of programming solutions and enhancements for public-facing, web-based applications using a diverse set of technical skills. The role involves analyzing, troubleshooting, resolving, and reporting system anomalies; conducting research; evaluating potential solutions; and making informed recommendations.</p> <p>The IT Specialist I supports multiple moderately complex projects and tasks throughout the Software Development Lifecycle (SDLC). This includes performing code analysis and systems design for applications that serve CSAC stakeholders, with guidance from the IT Technical Lead as needed. The role requires demonstrating proficiency and advanced knowledge in identifying, investigating, and implementing innovative solutions to ensure the efficient delivery of stable, scalable, and high-performing applications.</p> |
| <b>25%</b><br><b>(E)</b> | <p>Provide advanced knowledge and understanding of technologies including, but not limited to, Angular UI, Java, Spring Boot, APIs, DevOps, configuration management, SQL, PL/SQL, database design fundamentals, Identity and Access Management, JavaScript, API management using WSO2, code versioning with Git/GitHub, and testing techniques. Additionally, develop and maintain familiarity with concepts, components, and standards related to structured programming, software design, analysis methodologies, and object-oriented technologies.</p>  |
| <b>25%</b><br><b>(E)</b> | <p>Serve as an advanced technical advisor in assessing and analyzing users' information processing needs and determining the feasibility of IT system solutions. Additionally, act as a senior technical resource by assisting in the evaluation of proposed new or modified and software systems, and participating in the development, installation, and performance measurement of system programs. Responsibilities also include creating and maintaining reports, mentoring and providing technical assistance to stakeholders, preparing and maintaining design documentation, performing rigorous testing to ensure error-free software releases, and coordinating system implementations with users to ensure the smooth delivery of completed solutions.</p>   |

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|--------------------|--|
| <b>10%<br/>(E)</b> | The IT Specialist I – Application Developer must demonstrate proficiency in developing software standards, procedures, processes, and documentation to ensure consistency, interoperability, and compliance with state government requirements at CSAC. The role also involves participating in ongoing training to maintain and enhance the skills necessary for effective performance. |
| <b>10%<br/>(M)</b> | Performs other job-related duties as assigned, in alignment with the IT Specialist I classification specifications and in support of the Agency's mission and organizational initiatives. This includes contributing to cross-divisional special projects that advance vision-driven goals.  |

#### **IMPACT AND CONSEQUENCE OF ERROR**

Significant policy misinterpretation reflects poorly on the incumbent, team members and the agency, and diminishes credibility with key stakeholders.

#### **PROFESSIONAL CONTACTS**

- Frequent contact with CSAC staff at all levels.
- Frequent contact with other state agencies and various levels of government.
- Frequent contact with the public.

#### **OTHER SPECIAL EXPECTATIONS**

- Works independently and exhibits proactive behavior with limited supervision or instruction.
- Effectively collaborates with others as a member of a team.
- Strong oral and written communication skills, particularly in the areas of presentation and facilitation.
- Strong analytical, organizational, presentation, and research skills, utilizing search engines and web/internet tools
- Positive attitude, open-mindedness, flexibility, tact, and confidentiality.
- Commitment to providing high-quality service that exceeds expectations.
- Focused attention to detail and ensures follow-through.
- Performs multiple tasks simultaneously, adhere to deadlines, and adapts to shifting priorities in a collaborative fashion.
- Effectively uses professional judgment on sensitive or confidential circumstances and handles information with discretion and professionalism.
- Maintains good attendance and punctuality record.
- Consistently demonstrates a high level of initiative and sound judgment.
- Assess a situation and implements an appropriate and efficient plan of action.
- Proficient in computer technology such as Microsoft Word, Outlook, Excel, PowerPoint, and various software programs.
- Effectively communicates information with confidence and politeness while utilizing concise and clear language within a diverse community.
- Willing to work outside regular business hours.
- Effectively utilizes division and CSAC technology and data tools with technical proficiency.

#### **AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENT**

Alternatives will be provided for those who are unable to perform the essential functions of the job due to the disability covered under the ADA.

### PHYSICAL AND ENVIRONMENTAL WORKING CONDITIONS

- Exposure to computer screens and other basic office equipment.
- Work in a climate-controlled office environment, open office space with artificial lighting.
- Attend meetings in designated conference rooms and be willing to travel to off-site locations.
- Current residency in the State of California is required. This position's location is designated in Rancho Cordova, CA and may be eligible for hybrid teleworking. The amount of telework is at the discretion of the Department and based on the CSAC's current telework policy. While CSAC supports telework, regular in-person attendance will be required at CSAC's Rancho Cordova location based on operational needs. Teleworking from outside the State of California is strictly prohibited.

### EMPLOYEE ACKNOWLEDGEMENT

**I have read and understand all the requirements and information above and discussed the duties listed above with my supervisor and can perform them either with or without reasonable accommodation (RA).** (If you believe you may require RA, please discuss this with your hiring supervisor. If you are unsure whether you require RA, inform the hiring supervisor who will discuss your concerns with the RA Coordinator.)

Employee Signature

Date

### SUPERVISOR ACKNOWLEDGEMENT

**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

### HUMAN RESOURCES OFFICE APPROVAL

☒ Duties meet class specifications and allocation guidelines.

☐ Exceptional Allocation, form 625 on file.

HR Analyst Initials

**TA**

Date Approved

**12/4/2025**

\*Duties of this position are subject to change and may be revised as needed or required.