

PROPOSED  
**Department of Health Care Access and Information**  
**Duty Statement**

<b>Employee Name</b> Vacant	<b>Organization</b> Office of Information Services Digital Services Branch Power Platform Section Grant Management Group	
<b>Position Number</b> 441-175-1402-XXX	<b>Location</b> Sacramento	<b>Telework Option</b> Hybrid
<b>Classification</b> Information Technology Specialist I	<b>Working Title</b> Software Engineer	

<b>General Description</b> <p>The incumbent will serve as a lead application developer within the Digital Services Branch, Grants Management Group (GMG). GMG is responsible for some of the Department's most critical web applications that support California's expanding health care programs and services. GMG primarily develops and supports applications within the Microsoft Power Platform; leveraging modern cloud tools such as Microsoft Dynamics 365, Power Apps, Power BI, Power Automate, Copilot Studio, Azure Services, Visual Studio, GitHub, and Adobe Sign.</p> <p>The incumbent will be part of a highly skilled technical team that includes other application developers, business analysts, project managers, and consultants. The incumbent is expected to perform advanced programming and analysis tasks independently and participate with other technical staff on complex technical projects. The incumbent should be motivated to learn new technologies and business functions, be able to adjust to changing circumstances, communicate effectively, and provide valuable customer service to end-users.</p>	
<b>Supervision Received</b>	Under direction of the Information Technology Supervisor II of the Grants Management Group in the Power Platform Section of the Digital Services Branch.
<b>Physical Demands</b>	Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
<b>Typical Working Conditions</b>	Requires use of computing devices and phones, frequent face-to-face contact with management, staff, consultants and the public, verbal, written and digital (e-mail) communication, extensive review, analysis and preparation of electronic and written documents, assessment of practical demonstrations, mobility to various areas of the Department, occasional travel and overnight stays to training/conferences or the Los Angeles field office may also be required, and work hours may deviate

from core business hours based on the service requirements of the Department.

## Job Duties

E = Essential, M = Marginal

40% E

### Application Development and Innovation

- Lead development and support of web applications built within the Microsoft Power Platform (Dynamics 365, Power BI, Power Automate, and Power Apps).
- Lead the design, development, and implementation of Dynamics 365 features such as web forms, views and queries, data validations, visualizations, business process flows, and other elements that enhance HCAI's programs and services.
- Configure and support the integration of external services such as SharePoint, Adobe Sign, and ArcGIS into Power Platform solutions.
- Utilize various programming languages such as JavaScript, JSON, SQL, REACT, C#, and CSS/HTML to achieve desired business functionality.
- Maintain source code within a GitHub code repository.
- Initiate code/solution releases through managed deployment pipelines.
- Participate in functional testing for system enhancements and bug fixes.
- Participate in the configuration and implementation of automated regression testing processes for system upgrades and releases.
- Participate in brainstorming and prototyping sessions to help program staff envision potential solutions to business problems.

40% E

### Application Support

- Lead support of Power Platform-based, multi-tiered, object-oriented web applications, with interconnectivity to other various systems and services.
- Monitor system health, optimize system performance, and recommend strategies to improve overall system stability.
- Respond to and resolve support tickets submitted by end-users.
- Troubleshoot and resolve issues impacting enterprise applications and end-users.
- Follow release management procedures and notify end-users of system changes, outages, and service degradations.
- Create and maintain solution and system design documentation.
- Ensure web applications follow State and Departmental privacy, security, and accessibility policies.

15% E

### Research and Training

- Research and review upcoming system changes that may impact existing programs and services.
- Attend virtual conferences and trainings to stay up-to-speed on the latest technology trends.
- Learn what new features are being released to supported cloud tools and how they might benefit existing programs and services.

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- Look for alternative technology solutions when business needs cannot be met with existing tools.
- Promote technology recommendations based on industry best practices.

5%      M      Perform other duties as assigned

**Other Expectations**

- Demonstrate a commitment to performing duties in a service-oriented manner.
- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to HCAI's Mission, Vision, and Goals.
- Demonstrate a commitment to HCAI's Core Values and Guiding Principles.
- Maintain good work habits and adhere to all HCAI policies and procedures.

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**To Be Signed by the Employee and Immediate Supervisor**

I have read and understand the duties and expectations of this position.

I have discussed the duties and expectations of this position with the employee.

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Employee Signature/Date

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Supervisor Signature/Date