

DUTY STATEMENT

ASD 046 (REV. 03/2024)

Type of Duty Statement: Current & Proposed

Revision Date: 03/02/2026

1. Position Information

A. Employee Name:

B. Position Number:	C. CBID:	D. WWG:	E. Effective Date:
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817-433-1402-001	R01	E	
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F. Classification Title:	G. Working Title:
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Information Technology Specialist I	Scrum Master
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H. Division:	I. Branch/Section/Unit:
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Technology Services	Applications Development & Testing/Innovative Design/Scrum Master
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2. POSITION REQUIREMENTS

Special Requirement: Check All that Apply

- Bilingual Fluency (Non-English Language) - Specify Below
- Background Check Requirements
- Other - Specify Below

A. Special Requirements Description, as applicable:

N/A

B. Conflict of Interest Required (Gov. Code 87300, et seq.)? Yes No

This position is designated under the Conflict-of-Interest Code. This 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. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

3. SUPERVISION

A. Supervision Received:

The incumbent reports directly to the Information Technology Supervisor II in the Scrum Master Unit.

4. DUTIES AND RESPONSIBILITIES OF THE POSITION

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.

GENERAL STATEMENT

Under direction of the Information Technology Supervisor II (IT Sup II), the Information Technology Specialist I (ITS I) performs in multiple program areas that involve planning, developing, and implementing technological solutions that are essential to the mission of the overall organization in the Scrum Master Unit, Innovative Design Section, Applications Development & Testing Branch, within Technology Services Division (TSD).

A. Percentage of Time Performing Duties

B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%).

ESSENTIAL FUNCTIONS

IT Domain:

Check All That Apply

FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY

Business Technology Mgmt.

Software Engineering

IT Project Mgmt.

System Engineering

Information Security

Client Services

30 %

Scrum Master Department of Child Support Services (DCSS) Agile Delivery: Support and participate in delivering complex IT system changes within an Agile Software Development Life-cycle (SDLC) as an expert Scrum Master assigned to multiple Agile delivery teams that support a variety of IT platforms. Nurture and ensure delivery teams practice core Agile principles of collaboration, prioritization, accountability, and visibility to ensure tasks/projects are meeting departmental goals. Schedule, facilitate, and organize DCSS Agile ceremonies including, but not limited to, daily stand-ups, sprint planning and estimation, sprint demonstrations, retrospectives, and scrum of scrums. Schedule and participate in the product backlog refinement and other DCSS Agile related meetings, as needed, to ensure DCSS Agile ceremonies are well timed and maintain their time-boxed allocation. Liaise between product owners, designers, delivery teams, support services, code specialists, test specialist, release management, points of contact, other scrum masters, and management to foster strong cross-team communication, coordination, and collaboration.

20 %	<p>Product, Project and Team Managing: Facilitate efforts to introduce and present prioritized product backlog items to multiple delivery teams for review and discussion with the product owners, designers, and other stakeholders. Guide teams in making appropriate commitments through user story selection and task definition. Conduct sprint planning efforts with delivery teams to identify and coordinate the compiling of tasks, estimations, and work planning activities to ensure tasks/projects are meeting departmental goals. Continue to work with delivery teams supporting a variety of complex IT platforms to maintain and perfect their Definition of Ready for moving work items from the product backlog into refinement to move items from sprint into a release. Meet regularly and collaborate with Release Management to plan and align sprint cycles with scheduled software releases. Monitor and track completion of delivery teams planned work activities through daily stand-up meetings and burn-down charts to track and communicate delivery team velocity and sprint/release progress to management, staff, and others using application tools accordingly.</p>
20 %	<p>DCSS Agile Support: Identify and remove the technical and/or challenging administrative impediments distracting DCSS Agile delivery teams from starting and/or completing scope committed to a sprint cycle, through facilitated collaborative discussions, conflict resolution, and/or escalations to management to ensure progress. Track and review impediment trends retrospectively with delivery teams to facilitate the development of contingency strategies to mitigate problems and/or risks. Establish metrics for measuring progress on the resolution of problems identified during collaborative retrospectives and promote the continuation of solutions that work.</p>

15 %	<p>DCSS Agile Inspect and Adapt: Support and participate in efforts to achieve process improvements through the evaluation and use of technical tools and written documentation that support the DCSS Agile SDLC, including written recommendations, status updates and/or presentations to staff or management to communicate status of projects and tasks. Provide guidance to team members on DCSS Agile best practices and assists them in their understanding and use of technical tools. Participate in development and maintenance of DCSS Agile delivery team standards, tools, and best practices. Maintain required updates to application tools, such as Rally and retrospective logs that support the systems and processes. Prepare status reports and briefing documents for management and/or staff; present oral briefings upon request or at Status Meetings, or Release Planning Meetings to communicate delivery team velocity and sprint/release progress.</p>
10 %	<p>DCSS Tools Proficiency: Maintain advanced proficiency in the use and navigation of application tools such as Microsoft Office365 suite, Rally, ServiceNow, and SharePoint to manage and monitor daily work and provide timely updates.</p>

MARGINAL FUNCTIONS

5 %

Represent the Applications Development & Testing Branch on special teams, projects and forums. Attend various meetings and acts as a back-up for peers. Invests in personal development and growth, through training opportunities and the study of job related technical resources. Support, advise, and participate in efforts to establish team standards, practices and procedures, including on-boarding new Scrum Masters.

100 %

TOTAL

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

Office Centered

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

Remote Centered

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

Child Support Enforcement has critical timelines and political and financial ramifications. Poor participation, judgment, and decisions can adversely affect the success of the Child Support program. Failure to identify risks and issues in a timely manner could result in slippages in schedule and increased costs. Poor communication and coordination can adversely affect the Child Support program and the children of California.

Incumbent is responsible for individual decisions and actions. As a subject matter expert, this level is responsible for actions that could have a serious detrimental effect on the operating efficiency of the undertaking or function. Consequence of error may result in loss of data, user dissatisfaction, and impact to the organization, project, or work unit, and related support units. Consequences include operational down time, loss of business continuity, and poor customer service and performance.

B. Personal Contacts:

The incumbent has daily contact from a team perspective with the IT Sup II, the Information Technology Manager I and many State consultant/contract personnel. The incumbent has frequent contact with Department of Child Support Services management and staff, Local Child Support Agency staff, Interface Partners, contracted Agile/Certified Scrum Master Coaches and other stakeholders as appropriate.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: **Yes** **No**

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 notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

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

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	