

DUTY STATEMENT

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| Employee Name: | Position Number: 580-151-1414-046 |
| Classification: Information Technology Specialist II (IT Project Management) | Tenure/Time Base: Permanent/ Full Time |
| Working Title: Senior System Support Specialist | Work Location: 1616 Capitol Ave., Sacramento, CA 95814 |
| Collective Bargaining Unit: R01 | Position Eligible for Telework (Yes/No): Yes |
| Center/Office/Division: Information Technology Services Division | Branch/Section/Unit: Application Technology and Support Branch/ Disease Technology Management Section |

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating customer-focused solutions that are responsive and agile, supporting a modern infrastructure, tools, architecture, and standards to effectively provide efficient services following service-level agreements. The Information Technology Services Division (ITSD) leverages data and technology to create sustainability across CDPH by creating efficient solutions that meet customer expectations and reduce waste, as well as creating innovative solutions, strengthening partnerships and collaborations, and embracing technology.

Under general direction of the Information Technology Manager (ITM) I, Chief, Disease Technology

Management Section (DTMS), the Information Technology Specialist (ITS) II performs all aspects of business technology management for information technology (IT) projects of varying size and complexity following Project Management Institute (PMI), California Department of Technology (CDT) standards, CDPH standards, and industry best practices. The ITS II leverages project-management practices and tools for various System Development Lifecycle (SDLC) methods (such as waterfall and agile) through the entire maintenance and operation (M&O) life cycle. Some activities include developing and sharing tools, processes, techniques, and best practices when managing projects; managing IT contract acquisitions and resulting contracts; managing system maintenance and operation budgets; ensuring vendor management methods are established and followed; and training teams on various aspects of operations management and procedures.

The ITS II exercises a high degree of independence and proficiency in managing the resolution of the most challenging and difficult IT operation issues that are time sensitive and publicly or politically visible. In addition, the ITS II adheres to organizational governance processes; and manages resources, metrics, and tools to ensure IT service continuity.

The ITS II provides both verbal and written communication to promote clear communication, common understanding, and appropriate information sharing. Collects information and develops quality reports for project teams, executives, stakeholders, and state oversight agencies, and has extensive contact with colleagues at all levels within CDPH. In addition, the ITS II may have contact with control agencies, other departments, other states, and the Federal Government. The ITS II must exercise sound judgment, effectively manage high complexity projects, and produce timely, high-quality IT products in order to align with the Application Technology and Support Branch's (ATSB) mission to deliver successful technology systems and services that advance the missions of CDPH public health programs.

The ITS II performs duties within the IT Project Management and Business Technology Management domains.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: May require occasional travel of less than 5% to conferences or regional offices.
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other: This position may be required to work off hours to monitor, receive, and respond to time-sensitive operational and project-related tasks and communication outside normal business hours.

Essential Functions (including percentage of time)

- 25% Maintains expert working knowledge of industry technologies, best practices, and trends; makes recommendations to management on the adoption of new tools, platforms, processes, and procedures to improve operational efficiencies. Designs, configures, and manages standards of requirements for project plans for information technology projects, while ensuring

adherence to budget, schedule, and scope. Reviews software architecture and makes recommendations regarding technical and operational feasibility. Conducts security analyses, and reports statuses to leadership; performs risk assessments and recommends IT solutions on CDPH information security processes; analyzes incident-related data and determines the appropriate response; develops implementation plans including cost-benefit or return on investments. Writes technical documentation/end user training of complex systems, processes, and procedures with sufficient detail to enable other technical staff to support and maintain systems. Provides high-level technical expertise, leadership, communication, and mentoring support to project team members, technical staff, vendor consultants, and program customers aligning with technological modernization strategies in support of CDPH programs.

- 25% Performs all aspects of business technology management for IT systems of any size or complexity following PMI, CDT, and CDPH standards and industry best practices. Leverages project management practices and tools for SDLC methods (such as waterfall and agile) through the entire system maintenance and operational life cycle (initiating, planning, executing, monitoring, controlling, and closing). Manages risks using established risk-management processes (risk management planning, risk identification, qualitative risk analysis, quantitative risk analysis, risk response planning, and risk monitoring and control). Manages, monitors, and controls IT project budget, schedule, and scope ensuring development of quality solutions in support of business needs. Monitors project progress, removes development blockers, and promotes a culture of agility and learning. Provides guidance to teams on agile methodology which promotes the rapid and reliable development of applications. Plans project timelines for system changes and tracks change status to ensure timely completions and notifies the user community when system changes are released. Provides training for CDPH project team members and programs on project management focusing on the use of PMI standards, techniques, and tools, managing project risk through all project management phases, collecting and promoting lessons learned across projects and SDLC development and reporting methods. Provides excellent customer service to CDPH programs and stakeholders to deliver expected results effectively and efficiently.
- 25% Manages system maintenance and operation budgets. Collaborates with various business and technical teams along with the Project Office and control agency colleagues during the California Project Approval Lifecycle (PAL) (Statewide Information Management Manual (SIMM) section 19) for IT projects of any size and complexity. Ensures CDPH and CDT standards and best practices are followed. Accesses, analyzes, and recommends information technology solutions based on program business needs and departmental IT enterprise strategies. Coordinates parallel reviews and approvals of documents with multiple versions, internal and external reviews, and tight time frames. Manages expectations while keeping all parties aware of potential risks and impacts to the project and affected business program.
- 10% Drives efforts to procure information technology (IT) applications, products, and services. Develops vendor requirements and evaluates vendor proposals. Oversees and manages IT contract acquisitions, including development and approval of procurement documents through contract execution and closeout. After execution of the contract, serves as the main point of contact with the vendor. Ensures vendor management methods are established and managed to ensure compliance with terms and conditions of the contract and participates in negotiations. Works with Program to establish processes to monitor consistency and continuity of the contract-management process and conformity to applicable processes, policies, standards, rules, and regulations.
- 10% Provides both verbal and written communication to stakeholders to promote clear

communication, common understanding, and appropriate information sharing. Routinely and effectively collects, documents, and communicates project status with project teams at every level in the organization to enhance project communication, performance, and productivity while providing essential metrics and tools to monitor the overall health of the project. Communicates frequently and efficiently with project teams, executive management, and control agencies regarding project status. Increases project success and decreases project risk by establishing effective communication methods and techniques prior to the start of every project. Coordinates and facilitates system maintenance and operations meetings, project leader meetings, steering committee meetings, executive board meetings, and other system-related events.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as assigned.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

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| Supervisor’s Name: | Date | Employee’s Name: | Date |
| Supervisor’s Signature | Date | Employee’s Signature | Date |

HRD Use Only:
 Approved By: D.S.
 Date: 4/30/26