

DUTY STATEMENT

		EFFECTIVE DATE
BRANCH Technology Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 640 - 1402 - 905	
DIVISION/UNIT BenefitConnect/Technical Delivery/Development Team	CLASS TITLE Information Technology Specialist I	
INCUMBENT NAME Vacant	WORKING TITLE Software Developer	
CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.		
Under the direction of the Development Supervisor, Information Technology Supervisor II (IT Sup II), the Software Developer, Information Technology Specialist I (ITS I), is responsible for CalSTRS' technical activities following the System Development Life Cycle (SDLC). Development work includes analysis, design, development, testing, and production support for CalSTRS' BenefitConnect (BC) application, associated automated regression tests (ART), and other related technical activities to support the application and environments. The incumbent will work individually and as part of a team to perform complex studies and activities related to technical aspects for the application. CalSTRS traditionally uses Waterfall but is transforming into an Agile development approach. Microsoft technologies of C#.net and SQL Server are used. BC is based on a proprietary framework and is a modified off-the-shelf solution with numerous customizations and configurations.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.	
	ESSENTIAL DUTIES	
35%	Software Development Develop software following appropriate SDLC methodologies and using C#. Net on platform architecture to support CalSTRS' BC system. Utilize data model and structured query language (SQL) to support the application development. Write software code for enhancements, defect fixes, and implement other changes while considering business context and operational constraints. Conduct interactive sessions to understand business needs.	
25%	SDLC and Quality Assurance (QA) support Support the full SDLC including, unit testing of code developed by the incumbent to ensure proper functionality and adherence to business requirements. Conduct peer code reviews to ensure code quality, readability, maintainability, and compliance with industry standards. Provide constructive feedback and recommend improvements to peer's code. Participate in Systems Integrated Testing and other activities to support the functional and non-functional tests (e.g., performance and accessibility). Support User Acceptance Test activities including defect triage and remediation. Support Production operations including defect triage and remediation. Examine code for potential errors, identify unexpected behavior, evaluate for readability and maintainability, and verify functionality to ensure system meets industry standards. Provide suggestions for code improvements, including alternative approaches, tools or techniques to improve development speed, performance, and system reliability. Adhere to coding standards and guidelines while actively contributing to the development and documentation of new standards and best practices.	
10%	Operations Report Development and Support Design, build, and maintain operational reports. Translate business requirements into reporting solutions, ensuring clarity, usability, and alignment with operational goals. Monitor data quality issues, investigate anomalies, and coordinate with data owners to resolve discrepancies. Evaluate and enhance existing reports to improve clarity, performance, and business value.	
10%	Interface Development and Support Build and configure Application Programming Interfaces (APIs), middleware components, and integration services to enable reliable data exchange between internal and external systems. Implement data transformation, mapping, and validation logic to ensure accuracy and compatibility across systems. Troubleshoot and resolve integration failures, data mismatches, and connectivity issues in	

10%	collaboration with system owners. Evaluate existing interfaces for opportunities to optimize performance, reduce complexity, and modernize technology. Advisory Support for Automation Test Suite Execution and Maintenance Provide consultation to support the management of test automation focused on the use of Python with Robot Framework and Selenium Library, and a custom proprietary Python/HTML-based interface with a SQL Server backend. Engage in code reviews for test cases created by the ART team, providing feedback and sharing technical expertise. Execute ART tests as necessary to facilitate release cycles.
5%	Information Request (IR) and Data Change Request (DCR) Development Conduct interactive sessions to understand business needs. Design, develop, and create IRs and DCRs to support CalSTRS' application products. Engage in continuous feedback with the customer to ensure the solution fully addresses defined needs. Utilize the SQL Server Reporting Services (SSRS) to create, execute, and schedule the IRs. Analyze and design IRs and DCRs by working with business users. Perform technical work on the development of the IR/DCR. Enhance the overall IR/DCR infrastructure to improve performance and report transportation to destination folders. Create, maintain, and enhance IRs and DCRs as needed. Conduct interactive sessions to understand business needs. Enhance the overall IR/DCR to improve performance and report transportation to destination folders.
5%	MARGINAL FUNCTIONS Provide technical and overall support to other teams and the BenefitConnect Division within the scope of the Information Technology Specialist I classification.

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies located in the [Competency Guide](#) on Central.

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Prolonged periods of standing or sitting
- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 10 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

815-640-1402-905

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED