

DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
APPLICATION DEVELOPMENT BUREAU
DLE, BIOMETRICS & PDMP SYSTEMS BRANCH
ENTERPRISE SERVICES SECTION
LITIGATION SUPPORT SECTION

JOB TITLE: Information Technology Specialist II (ITS II)

POSITION NUMBER: 420-860-1414-024

INCUMBENT: Vacant

PRIMARY DOMAINS: Software Engineering: The architecture, development, operation, database application maintenance and optimizing, and maintenance of software systems.

SECONDARY DOMAINS: System Engineering: The development and maintenance of systems discovery and optimizing, maintaining performance and functionality of a defined system.

STATEMENT OF DUTIES:

Under the general direction of the Information Technology Manager I, the Information Technology Specialist II (ITS II) serves as the lead Platform as a Service (PaaS) administrator and technical architect for the Department's enterprise platforms, including ServiceNow, Workday, and Salesforce.

The ITS II performs advanced technical administration, development, integration, automation, governance, and operational support activities for the department's cloud-based enterprise workflow platforms. The incumbent serves as the technical lead for platform strategy, platform lifecycle management, workflow automation, IT Service Management (ITSM), and enterprise application integration efforts.

The ITS II independently performs the most complex assignments involving enterprise platform administration, application development, shared services architecture, process automation, Application Programming Interface (API) integrations, and cloud platform governance. The incumbent provides technical leadership and consultation to executive leadership, business stakeholders, vendors, and IT staff regarding enterprise platform modernization initiatives.

SUPERVISION RECEIVED: Under the general direction of the ITM I.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to sit at a computer for extended periods of time. May be required to lift, carry, or move up to 20 pounds.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office, or similar environment in California. At the office, an enclosed windowed office with a smoke-free environment. May be required to sit at a computer terminal while performing research and other duties up to eight hours a day. Travel to designated offices may be required.

ESSENTIAL FUNCTIONS:

35% Enterprise Platform Administration

Serves as the lead administrator and technical expert for the PaaS environments. Configure, administer, maintain, and optimize core platform capabilities including ITSM, Service Catalog, Incident, Change, Problem, CMDB, Knowledge Management, Flow Designer, Integration Hub, Performance Analytics, and custom applications. Manage platform upgrades, patches, releases, cloning activities, and environment strategies.

25% Platform Development and Workflow Automation

Design, develop, configure, and maintain enterprise workflows, business rules, User Interface policies, Access Control Lists, catalog items, automated processes, forms, dashboards, and custom applications utilizing ServiceNow platform technologies and low-code/no-code development methodologies. Develop scalable workflow automation solutions that improve operational efficiency and business service delivery.

15% Enterprise Integrations and API Management

Lead development and maintenance of integrations between ServiceNow and enterprise systems including HR, identity management, asset management, cloud services, and third-party applications utilizing REST/SOAP APIs, Integration Hub, SSO, LDAP, middleware, and web services technologies. Troubleshoot complex integration and data synchronization issues.

10% Platform Governance and Security Administration

Establish and maintain platform governance standards, role-based access controls, security models, development standards, change management controls, and operational procedures. Ensure platform compliance with departmental security policies, State Administrative Manual (SAM), Statewide Information Management Manual (SIMM), and enterprise architecture standards.

10% Strategic Planning and Technical Leadership

Provide enterprise technical leadership and consultation regarding PaaS architecture, ServiceNow platform roadmap planning, digital modernization initiatives, automation opportunities, and enterprise service delivery improvements. Lead requirements gathering sessions and coordinate with stakeholders on platform enhancements and operational

priorities.

5% Documentation, Reporting, and Knowledge Transfer

Develop and maintain technical documentation, architecture diagrams, operational procedures, platform standards, knowledge articles, training materials, and executive reporting metrics related to platform operations and performance.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee's Signature

Date

Supervisor's Signature

Date