

**Duty Statement**  
**Department of Managed Health Care**

<b>OFFICE:</b> Office of Technology and Innovation (OTI)	<b>EFFECTIVE DATE:</b>
<b>CLASSIFICATION:</b> Information Technology Specialist I	<b>DATE APPROVED:</b> 6/23/2026
<b>POSITION:</b> 409-517-1402-059	<b>TELEWORK DESIGNATION:</b> Remote-Centered
<b>WORKING TITLE:</b> Microsoft Cloud Platform Systems Administrator	

**DEPARTMENT OBJECTIVE:**

The mission of the Department of Managed Health Care (DMHC) is to ensure health plan members have access to equitable, high-quality, timely, and affordable health care within a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of 30.2 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

**PROGRAM OBJECTIVE:**

The Office of Technology and Innovation (OTI) enables the DMHC to deliver essential services to the State of California through the use of information technology (IT). The systems OTI supports have become a valuable tool in the execution of DMHC’s business functions. OTI develops, maintains and supports multiple IT systems that include a vast variety of office automation tools, custom applications, public and internal web sites, low-code business intelligence tools, low-code application development tools, data analytics and the underlying IT infrastructure.

**GENERAL DESCRIPTION:**

Under the general direction of the ISD Manager (IT Manager I), the Microsoft Cloud Platform Systems Administrator serves as the technical authority responsible for the configuration, governance, security, and lifecycle management of the Department of Managed Health Care’s SharePoint Online, Power Platform and Microsoft Dynamics 365 environments. The incumbent provides advanced-level platform administration, tenant governance, monitoring, and integration support across Microsoft SharePoint Online, Microsoft Teams, Microsoft Power Apps, Power Automate, Power Pages, Dynamics 365 (D365), Dataverse, and Microsoft Graph API.

The incumbent ensures the reliability, stability, and security of low-code/no-code platforms

used by business programs and developers. This role is essential to OTI's mission to deliver secure, scalable, modern digital services for California's health plan regulatory operations.

**TYPICAL DUTIES:**

Employee must be able to perform the following duties with or without reasonable accommodation.

**PERCENTAGE**      **JOB DESCRIPTION**

Essential (E)/Marginal (M)

**35% (E)**

**SharePoint Online Administration and Governance**

Manages Sites and Content. Creates, archives and deletes sites as required or requested from users via DMHC's WASP Ticketing system. Reports on storage limits monthly.

Monitors performance and health of SharePoint Online. Manages user reports of SharePoint latency and remediates as necessary.

Manages Backup and Recovery of SharePoint sites and files, using Rubrik and M365 backup and recovery options.

Manages Security and Permissions of all DMHC SharePoint sites. Manages and reports on sharing settings across the DMHC.

Assists in planning the migration of on-premise File shares to SharePoint online, and files between SharePoint and Microsoft Teams sites. Then performs migrations as scheduled.

Tracks overall SharePoint / Teams usage and costs. Reports on SharePoint / Teams usage against what DMHC has allocated.

Proactively attends Microsoft training to learn about configuration and support of the latest technology capabilities of SharePoint Online/ Microsoft Teams.

**15% (E)**

**Power Platform Administration and Governance**

Administers and configures Power Platform environments, including Dev/Test/Prod instances and Dataverse capacity.

Manages Power Apps (Canvas and Model Driven), Power Pages, and Power Automate environment settings, connectors, and DLP policies.

Oversees security roles, permission models, and compliance mechanisms across all Power Platform components.

Manages tenant-level configuration including environment creation, backup/restore operations, and solution lifecycle management.

Proactively attends Microsoft training to learn about configuration and support of the latest technology capabilities of the Power Platform.

**15% (E)**

**Dynamics 365 and Dataverse Administration**

Configures, maintains, and monitors D365 CE instances used by DMHC programs.

Oversees solution deployment, plugin management (as applicable), system jobs, and workflow performance.

Ensures efficient Dataverse schema management, table design, indexing, and integration readiness.

Proactively attends Microsoft training to learn about configuration and support of the latest technology capabilities of D365.

**10% (E)**

**Microsoft 365 and SharePoint Online Integration**

Administers SharePoint Online components used for Power Apps/Power Automate integrations.

Ensures reliable connectivity and governance of Microsoft 365 services interacting with Power Platform solutions, such as Teams, Exchange, and other M365 services.

**10% (E)**

**Power Platform Monitoring, Security and Compliance**

Monitors Power Platform service health, API consumption, logs, and performance insights.

Ensures compliance with DMHC and statewide security standards, change management, and audit logging.

Coordinates with ISO security personnel to enforce secure authentication and authorization patterns.

**10% (E)**

**Power Platform Support, Documentation and Customer Engagement**

Provides tier 2/3 support for Power Platform issues affecting business units.

Develops technical documentation including environment guides, governance standards, and integration design specs.

Conducts training or knowledge sessions for developers, analysts, and business users.

**5% (M)**

**Marginal Functions**

Participates in OTI/ISD planning, workload prioritization, and cross functional technical initiatives.

Performs other related duties as required.

**SUPERVISION EXERCISED OVER OTHERS:**

Does not supervise others.

**KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:**

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts.

In addition, the employee must:

Have the ability to reason logically and use analytical techniques to solve difficult problems; research, understand, interpret and articulate applicable laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; provide clear, concise, and effective written documentation and oral presentation.

In addition, the employee must have:

All knowledge and abilities of the Information Technology Associate classification; and

**Knowledge of:** Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques; and

**Ability to:** Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency,

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and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

**CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:**

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

**PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:**

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

**WORK ENVIRONMENT:**

The DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to adhere to the state telework policy, the DMHC's telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

**POSITION REQUIREMENTS:**

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) 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 regarding attendance, leave, and conduct.

Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

**ADDITIONAL REQUIREMENTS:**

This position is required under the DMHC’s Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

**SIGNATURES:**

**The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.**

**Employee:** I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

**Supervisor:** I have discussed the duties with and provided a copy of this duty statement to the employee named above.

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date