

Duty Statement
Department of Managed Health Care

OFFICE: Office of Technology and Innovation (OTI)	EFFECTIVE DATE:
CLASSIFICATION: IT Specialist I	DATE APPROVED: 6/25/2026
POSITION: 409-511-1402-061	TELEWORK DESIGNATION: Remote-Centered
WORKING TITLE: Microsoft Power Platform Developer	

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 Enterprise Applications Division Manager (IT Manager I), the Microsoft Power Platform Developer serves as a technical expert responsible for designing, developing, enhancing, and supporting low code/no code business applications that enable digital transformation within DMHC. The incumbent leads the development and integration of Power Apps (Canvas and Model Driven), Power Pages, Power Automate flows, Dataverse components, and SharePoint Online solutions. The role also includes custom solution development, Dynamics 365 extensions, and integrations using Microsoft Graph API.

TYPICAL DUTIES:

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

PERCENTAGE **JOB DESCRIPTION**

Essential (E)/Marginal (M)

30% (E)

Power Platform Solution Development

- Design, develop, and deploy Canvas Apps, Model Driven Apps, and Power Pages solutions supporting DMHC program workloads.
- Build Dataverse tables, relationships, business rules, and logic supporting application workflows.
- Develop Power Automate and business process flows for business process automation, approvals, data integration, and notifications.
- Implement custom connectors and integrate solutions with Microsoft Graph API and REST APIs.
- Ensure all applications align with DMHC's accessibility, security, and data governance requirements.

30% (E)

SharePoint Online, Dynamics 365 & Integration Development

- Build and maintain SharePoint Online list/library structures used as data sources for Power Platform applications.
- Extend Dynamics 365 CE functionality with forms, views, model-driven components, and Dataverse integrations.
- Integrate Power Platform solutions with Teams, Exchange, SQL based data, and other Microsoft 365 services.
- Integrate Power Platform solutions with identity providers (IdP), such as Microsoft Entra ID and Okta.

10% (E)

Support & Maintenance

- Monitor, troubleshoot and enhance existing Power Apps and SharePoint solutions.
- Provide tier 2 support for Power Platform solutions, SharePoint and M365 integrations.
- Work with Microsoft technical support to resolve solution issues.
- Configure system monitoring tools and prepare reports of system status and operations upon request.

- 10% (E) Platform Architecture & Governance**
- Contribute to technical architecture decisions, solution standards and environment strategies.
 - Assist DMHC architects in establishing Power Platform Center of Excellence to ensure development practices align with architecture principles.
 - Configure application lifecycle components and participate in solution packaging and deployment activities.
- 10% (E) Technical Documentation, Testing & Quality Assurance**
- Create technical specifications, solution design documents, user guides, and system diagrams.
 - Perform unit testing, support quality assurance and UAT activities, and remediate defects or performance issues.
 - Maintain source control and release notes through EAD approved DevOps processes.
- 5% (E) Customer Engagement, Requirements Analysis & Collaboration**
- Assist business solution analysts in requirements-gathering sessions with business programs to capture workflows and user needs.
 - Provide demos, training, and technical knowledge-sharing across EAD and other DMHC divisions.
 - Collaborate with project managers, analysts, and developers to ensure cohesive solution delivery.
- 5% (M) Marginal Functions**
- Participate in EAD and OTI planning sessions, innovation initiatives, and cross-divisional collaboration efforts.
 - Support procurement or vendor technical evaluations related to EAD application platforms.
 - Perform other tasks as required in support of division goals.

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

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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, 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

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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.

State of California
Health and Human Services Agency
Department of Managed Health Care
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EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date