

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

INFORMATION TECHNOLOGY SPECIALIST II

POSITION NUMBER:

783-1414-009

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Information Systems Division

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

TECHNICAL SERVICES

SUPERVISOR'S NAME:

Snehungsu Guha

SUPERVISOR'S CLASS:

IT Manager I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. (Explain below)
- None
- Other (Explain below)

-LiveScan Fingerprinting clearance required.

-Occasional travel throughout the state of California may be required.

I certify that this duty statement represents an accurate description of the essential functions of this position.		I have read this duty statement and agree that it represents the duties I am assigned.	
SUPERVISOR'S SIGNATURE	DATE	EMPLOYEE'S SIGNATURE	DATE

SUPERVISION EXERCISED (Check one):

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

Provides lead direction to technical state staff and contract technical services staff.

MISSION OF ORGANIZATIONAL UNIT:

Information Systems Division's (ISD) mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by California Department of Social Services (CDSS) business units.

ISD accomplishes this by:

- Effectively managing information systems and equipment;
- Planning, communicating and implementing responsible information technology policies and solutions; and,
- Sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

Under the general direction of the Technical Services Unit's Technical Services Manager, an IT Manager I, the Information Technology Specialist II (IT Spec. II) codifies the enterprise vision, leads the solution architecture, technical development, implementation, maintenance and support of the IT project(s) within ISD. The IT Spec. II leads staff and consultants. The primary duties of the IT Spec. II include developing and maintaining the technical architecture of the IT project(s) within ISD, operation, and maintenance of systems including user research, user-centric design, development and configuration, testing, and iterative implementation of the business application services.

A. RESPONSIBILITIES OF POSITION:

40% Responsible to plan, design, and implement using standard modeling tools to align the technology solution with documented business objectives. Provide input into Enterprise Architecture (EA) standards and design patterns. Ensure solution alignment with EA and architectural/design standards, adhering to applicable State and Federal requirements with respect to security and privacy of data held within or transacted through the systems, as well as meeting requirements for information sharing, performing cost-benefit analysis, and meeting the business goals of CDSS, County stakeholders and clients.

Define, develop, and evolve enterprise and solution architectures for complex IT systems. Analyzes existing business processes and develop as-is and to-be technical design and architecture documents. Lead architecture design activities including business, application, data, security, and integration architecture; and aligns designs with CDSS EA and security standards. Evaluate and recommend emerging technologies, cloud services, and modernization strategies aligned with enterprise goals. Leads technical assessment to document relationships between business processes at an enterprise level.

30% Responsible for leading technical enterprise architectural design, provide technical leadership across enterprise initiatives, modernization programs, and cross-functional IT projects. Participates in requirements definition and reviews and ensuring business and technical requirements account for impacted subsystems and applications. Interfaces with multiple stakeholders including programs, other departments, county consortia, end-users, public stakeholders, IT staff, and the Information Security Officer on requirements, standards and project status. Develops documentation as necessary for the new system solution.

Provides research and written information, as necessary, to support project documentation required by Departmental, Agency, and Federal partners which may include: planning documents, stage requirements, feasibility studies, architecture diagrams, funding documents and/or project status documentation. Works closely with program, management and State oversight organizations to determine feasibility of product features. In support of the product owner, develops and maintains a thorough knowledge of stakeholders, business processes, the data they create, and the interfaces they require.

15% Coordinates with key stakeholders including state-level control agencies to provide support to Project Leadership for solution alternatives analysis. Contributes to and support the delivery of technical artifacts necessary for the project approval across its various stages. Supports procurement, vendor evaluations, statements of work, and technical proposal reviews. Engages with executive leadership, business program areas, project managers, vendors, and technical teams to understand business priorities and technology needs. Translates and presents business requirements into scalable, maintainable, secure, and cost-effective technical solutions to program partners, leadership and governance bodies.

10% Supports organizational change management efforts related to enterprise technology modernization and transformation initiatives. Contributes to development of technical standards, operational procedures, training materials, and user adoption strategies. Promotes continuous improvement, innovation, and effective communication across technical and business teams.

Assists in developing, implementing a product governance plan. Supports coordination of communication efforts to keep the stakeholders informed about planned change and release-related activities statewide.

5% Performs other related duties as assigned. Maintain awareness of industry trends, government technology standards, and evolving enterprise architecture practices.

B. SUPERVISION RECEIVED:

The Information Technology Specialist II (IT Spec. II) reports directly to the Technical Services Manager, an IT Manager I.

C. ADMINISTRATIVE RESPONSIBILITY:

The position carries significant administrative responsibilities, including coordinating enterprise-level technical activities, managing communication with program areas, executives, oversight bodies, vendors, and technical teams, and supporting project documentation and approval processes. The role assists in developing and maintaining governance structures, contributes to procurement and vendor-evaluation activities, and ensures that architectural decisions, standards, and technical deliverables meet statewide requirements. It also supports organizational change management by helping develop procedures, training materials, and communication strategies that guide stakeholders through technology modernization efforts.

D. PERSONAL CONTACTS:

The IT Spec. II has contact with staff at all levels of the Department as well as representatives of other departments and Agencies, including OTSI, DOF, General Services, Department of Technology and technical services vendors, as well as federal control agencies, and trading partners and third-party vendor services providers.

E. ACTIONS AND CONSEQUENCES:

The business success of many of the department's most visible and critical programs depends on successful verification of individual identity and eligibility. Failure to develop, maintain and apply standards, policies and principles related to required identity and eligibility verification prior to disbursing benefits for means-tested human services programs may lead to over payments, over issuances or erroneous payments, resulting in both federal and state sanctions against the CDSS and its management. Furthermore, erroneously denying services or benefits may result in substantial negative outcomes, leading to potential legal and financial consequences for the CDSS and its management.

F. OTHER INFORMATION:

The position may require occasional travel throughout California for the purposes of research and stakeholder engagement. The position requires operating a computer terminal approximately 80% of the time. This position is subject to LiveScan fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).