

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

INFORMATION TECHNOLOGY ASSOCIATE

POSITION NUMBER:

800-777-1401-xxx

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

ISD / Innovative Technology Solutions Branch/ SDB

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

Solutions Development Bureau/Application Support Unit

SUPERVISOR'S NAME:

TIM MACIEL

SUPERVISOR'S CLASS:

INFORMATION TECHNOLOGY SUPERVISOR II

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)*

Fingerprint Clearance 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.

MISSION OF ORGANIZATIONAL UNIT:

Information System Division (ISD)'s 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 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 supervision of the Information Technology Supervisor II (IT Sup II), the Information Technology Associate (ITA) works with senior staff to develop, implement, operate and maintain Cloud and Business Intelligence initiatives. The ITA meets these responsibilities by working on IT projects and systems, works on IT system problems, and independently performs activities on information technology systems. The primary duties of the ITA are within the Software Engineering domain. Elements include: The architecture, design, configuration, operation, and maintenance of systems. Discovery plan, design, configure, administer, and sustain operation of a defined system. System elements can include software, database, storage, program, server, network, and hardware.

A. RESPONSIBILITIES OF POSITION:

45% Responsible to develop, configure, and implement solutions in a supporting role using development platforms like Web Applications (Content Management Systems), Microsoft Dynamics CRM, Power Platform, SharePoint, ServiceNow, Tableau, and other related technologies. Must follow established architectural standards, adhering to applicable State and Federal requirements with respect to security and privacy of data held within or transacted through CDSS systems, as well as meeting requirements for information sharing, and meeting the business goals of CDSS program areas, County stakeholders and clients. Understand existing business processes and develop as-is technical design documents. Possess the ability to understand conceptual, logical, enterprise and physical data models and the ability to employ the chosen technology and tools and align them with security standards. Supports mandated security and functional requirements. Optimizes solutions for the benefit of the project and plays a supporting role in advising the State on aligning information technology strategy, approaches, and policy. Develops and maintains knowledge of the present state and trajectory of the existing systems and interfaces and leads development of accurate and up-to-date system documentation. Assist the technical assessment to document relationships between business processes at an enterprise level.

35% Responsible to assist on technical designs, technical contract resources, participate in requirement definition and reviews, and ensure that 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. Develop documentation as necessary for the system solution. Provides research and written information as necessary to support project documentation required by Agency and/or Federal partners which may include planning documents, stage requirements, feasibility studies, architecture diagrams, funding documents and/or project status documentation. Supports project functions, reporting requirements, approvals and representing the sponsors as required. Works closely with program, management and state oversight organs 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% Support organizational change management and product publicity narratives. Encourages innovation and supports approaches emphasizing modular, architectural and modern development and deployment approaches. Escalates at-risk tasks to Program Leadership. Supports coordination of communication efforts to keep the stakeholders informed about planned change and release-related activities statewide.

5% Perform other duties as assigned by the IT Supervisor II, which may include other miscellaneous activities within the scope of the classification. Provide assistance with other special projects for the Branch Chief and Executive Management.

B. SUPERVISION RECEIVED:

The Information Technology Associate (ITA) works under direction of the IT Sup II.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The ITA has contact with staff at all levels of the Department as well as representatives of other departments (i.e., Finance, General Services, Department of Technology and computer vendors).

E. ACTIONS AND CONSEQUENCES:

Success of many of the department's most visible and critical applications depend on Internet technologies. Failure to maintain and apply standards, policies and principles related to the CDSS Internet platforms could adversely affect the ability to provide critical information to its constituency in an effective and timely manner. Failure to meet the Internet publishing mandates of the Governor's Office could result in sanctions against CDSS and its management.

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. This position is subject to fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal bureau of Investigation (FBI). Background investigation clearance is a condition of employment for this position.

The incumbent must possess strong customer service skills and be able to work in a team environment, as well as independently. The incumbent must also possess knowledge of the system development life cycle (SDLC). Desirable qualifications for a successful candidate will have a degree in Computer Science, Information Systems, or related field, experience with software and database development, experience with software testing, familiarity with agile software development process, excellent verbal and written communication skills.