

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

INFORMATION TECHNOLOGY TECHNICIAN

POSITION NUMBER:

800-775-1400-XXX

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

INFORMATION SYSTEMS DIVISION/ITSB/DRB

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

Testing and Release Management Unit

SUPERVISOR'S NAME:

Rakesh Cidda

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)*

Fingerprinting clearance and DOJ background check 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:

The Information Systems Division (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 CDSS business units. The shall position support Software Engineering domain.

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 initial close supervision of the Development Resource Bureau chief, the Information Technology Technician (ITT) is responsible for performing manual testing activities for software systems. The primary duties of the ITT lies within the Software Engineering Domain. Elements include: test planning and test case development, manual test execution, validation of system functionality against documented requirements, documentation and tracking of defects, regression testing, and reporting of testing results to ensure the quality and reliability of business application systems.

A. RESPONSIBILITIES OF POSITION:

40% Independently support software testing activities in an Agile development environment. Plan, design, document, execute, maintain, and report on manual software testing efforts, including System, Functional, Integration, End-to-End, Usability, and Accessibility testing. Follow established software testing processes and best practices. Keep the IT Supervisor II informed of workload status, progress, and issues to support operational needs. Assist with problem resolution by providing recommendations and alternatives based on analysis of testing results and identified issues.

25% Conduct system validation and data verification activities to ensure the accuracy and reliability of application data. Review system outputs and perform data validation checks to confirm that system processes function correctly. Identify inconsistencies or errors and communicate findings to analysts and developers.

15% Under the direction of the Information Technology Specialist I (ITS I), perform testing activities for CDSS web applications. Monitor and prioritize assigned testing tasks and activities. Prepare clear documentation of test results, defect reports, and system changes to support project teams and maintain accurate records.

15% Collaborate with other staff in managing software testing activities. Participate in planning, analysis, design, and coordination efforts by gathering feedback from customers/stakeholders to clarify requirements. Improve output accuracy by implementing enhancements to support each of CDSS' programs. Ensures that proper IT governance and compliance with Department, Agency, State, Federal, and industry standards are met.

05% Performs other duties as assigned by the Bureau Chief, which may include other miscellaneous activities, providing assistance with other special projects for the Branch Chief and Executive Management.

B. SUPERVISION RECEIVED:

Information Technology Technician (ITT) reports directly to the Development Resource Bureau, Information Technology Supervisor II (IT Sup II).

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

ITT 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 requires a background investigation, including a criminal conviction history screening, before hire (IRS Publication 1075). Applicants are required to submit fingerprints via the Live Scan process to the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). Background investigation clearance is a condition of employment for this position.

Desirable Qualifications:

- Experience performing manual testing of applications, including system, functional and regression.
- Experience creating and executing test cases, logging and tracking defects in Azure DevOps or equivalent tools.
- Ability to analyze business requirements and ensure complete test coverage.
- Ability to manage multiple tasks and priorities in a Agile environment.