

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 9/2021)

Classification Title Information Technology Specialist II	Board/Bureau/Division Office of Information Services
Working Title Developer	Section / Unit / Geographic Location Enterprise Production and Application Support Service / Developers / Sacramento
Position Number 610-714-1414-XXX	Name - Effective Date

General Statement: Under the general direction of the Enterprise Production and Application Support Services Section (EPASS) Information Technology Manager I (ITM I), the Information Technology Specialist II (ITS II) functions as the technical expert for all activities associated with the development, implementation, and support of the DCA's enterprise-wide information technology systems used by various Department of Consumer Affairs (DCA) client programs. The incumbent is responsible for resolving complex system and interface issues: coordinating with technical staff, business stakeholders, vendors, and external partners; and ensuring system reliability and operational continuity. This position is in the Software Engineering domain.

Duties include, but are not limited to the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

40% Technology Systems Development (E)

Serve as the Department's technical expert, providing strategic leadership over product direction, backlog prioritization, and value delivery. Drive IT initiatives by conducting technical research, gathering and validating customer requirements, overseeing testing activities, and recommending enhancements that improve service performance and user experience. Collaborate with stakeholders to understand business needs, align production decisions with departmental and enterprise goals, and ensure technology investments support long-term strategic outcomes. Evaluate proposed technologies for business needs, architectural alignment, and organizational readiness by working closely with internal engineering teams. Assess and analyze requests for new or enhanced IT services and present clear, data-driven recommendations that advance stakeholder objectives and support enterprise modernization. (25%)

Provide expert-level knowledge by mentoring and training staff, and by participating in the business analysis, designing, coding, implementation and testing of system configuration, interfaces, and software solutions, including but not limited to: SQL, PL/SQL, Angular JS, NodeJS, JavaScript, Java, HTML, CSS and advanced web technologies. (15%)

25% Solutions Implementation (E)

Plan, coordinate, and direct solution implementation activities to ensure efficient execution and high-quality results. Provide senior-level technical oversight for the most complex and sensitive issues, establishing priorities, allocating workload, and

monitoring project progress and system requirements. Support the development and deployment of enterprise solutions by maintaining requirements traceability and creating system design, testing, and training documentation consistent with DCA standards and Agile/SDLC best practices. Perform critical analysis of existing business processes, identify improvement opportunities, and document refined workflows that enhance operational effectiveness and system performance.

25% Lead System Analyst (E)

Lead the analysis and evaluation of highly complex requirements, specifications, and system models to ensure testability, clarity, and consistency. Design and develop sophisticated test plans and test cases that enhance understanding, reduce risk, and ensure accurate validation of system functionality. Direct efforts to define the full scope of testing required to validate all system requirements and ensure solutions meet business needs. Facilitate stakeholder sessions to identify, capture, and confirm testing activities required to validate the system.

Guide and facilitate test preparation with customer representatives, business analysts, developers and other technical teams for the most complex enterprise systems and applications. Lead enterprise testing by analyzing business processes and work-load impacts to refine detailed business requirements. Escalate risks to projects or deliverables as necessary. Ensure all approved test cases are fully addressed in detailed test plans and clearly communicated to all impacted teams.

Provide leadership, consultation, and oversight for range of manual and automated tests to verify the integrity of newly developed solutions prior to production release, ensuring minimal defects. Advise on testing strategies across the full SDLC, with emphasis on System Testing (ST) and User Acceptance Testing (UAT), to ensure consistency and adherence to quality standards. Prepare reports to support ongoing quality assurance and decision-making.

10% Administrative (E)

Update and submit status reports to various audiences including, but not limited to, the Chief Information Office (CIO), Chief Technology Officer (CTO), DCA Executive Office, and external Control Agencies. Conduct presentations and/or briefings on all aspects of projects to executive teams, including but not limited to OIS management and DCA Executive Office. Coordinate and lead meetings and presentations as necessary. Perform other related duties as assigned.

B. Supervision Received

The incumbent works under the direction of the ITM I, and may receive assignments from Information Technology Manager Is and IIs, the OIS Chief Technology Officer (CEA B), and the Chief Information Officer (CEA C).

C. Supervision Exercised

None

D. Administrative Responsibility

The incumbent will have project management administrative responsibilities that include monthly project progress documentation, resource management including multiple contractor oversight, intra-departmental meeting facilitation, and gaining written and verbal approvals as appropriate.

E. Personal Contacts

The incumbent has routine contact with all levels of the DCA staff, consultants, vendors, California Technology Agency staff, Control Agency staff, and other government agencies. This includes DCA's Divisions, Programs, Bureaus, Boards, and Committees including executive management. Contacts may be initiated with other departments, governmental agencies, and private companies concerning information system and data center technologies as they related to the performance of this position.

F. Actions and Consequences

The incumbent will make decisions that impact the functionality of the DCA technology applications and solutions. Failure to properly administer duties using good judgment, logic, and discretion, may result in poor performance or unusable systems and/or applications, and prevent the DCA end users from effectively performing their duties. In addition, substantial workload backlogs may occur, online consumer services may be unavailable, and the DCA may be unable to carry out mandates designed to protect consumers, licensees, and applicants.

G. Functional Requirements

The incumbent must occasionally move about inside the office to access office machinery. The incumbent must constantly operate a computer and other office productivity machinery, such as a copy machine. The incumbent must be able to remain in a stationary position 50% of the time. The incumbent may be required to perform duties at local client sites as required and at any of DCA's statewide field sites as scheduled in advance. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

H. Other Information

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent must be able to reason logically and creatively and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives, research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the

confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

Criminal Offender Record Information (CORI)

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Conflict of Interest (COI)

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, and annually by April 1, and within 30 days of leaving office.

Required Technical Knowledge

Angular JS

C#

Java

JavaScript

SQL

MySQL

Node JS

Visual Basic

.NET

Oracle PL/SQL

Oracle Database

CSS

HTML

COTS and SaaS System Development

Ticketing System Tools

Code Management Tools

Agile Development Methodology

Waterfall Methodology

Additional Performance Expectations:

Ability to work cooperatively with others

Ability to work efficiently

Ability to report to work on time
Ability to maintain consistent, regular attendance
Ability to work under changing deadlines
Ability to look and act in a professional manner
Ability to get along with others
Ability to exhibit courteous behavior towards others at all times
Ability to meet deadlines
Ability to perform tasks with minimal amount of errors
Ability to do completed staff work

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public with equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

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

Supervisor Signature

Date

Printed Name

Revised: 7/2026