



State of California

Office of Data and Innovation

401 I Street Suite 200, Sacramento, California 95814

Duty Statement

☒ Current ☐ Proposed

Item	Position information
Office/Department	Office of Data and Innovation (ODI)
Unit/Section	Government Affairs and Innovation Training
Classification	Information Technology Specialist II
Working title	Learning Technology Systems Administrator
Position number	418-100-1414-900
Prepared date	07/01/2026
Effective date	
Name	Vacant

General Statement

Under general direction from the Deputy Director, Government Affairs, the Learning Technology Systems Administrator administers and maintains ODI's digital learning technology systems, including the learning management system (LMS), synchronous delivery platforms, and supporting digital infrastructures that support professional development and workforce learning initiatives across ODI and agency divisions. The incumbent will serve as the primary operational resource for learning technology systems, ensuring platform reliability and an accessible learner experience, and contributes observations and operational findings that inform division decisions about system improvements and program development.

Essential Functions

Percentage	Description
40%	Learning Technology Administration and Operation • Administers ODI's learning management system (LMS) by managing course deployment, learner enrollment, permissions, user accounts, and system configuration to maintain platform reliability and a consistent, accessible experience for all learners. • Monitors LMS system performance and resolves technical issues such as access failures and configuration errors to minimize service disruptions and keep the platform available to learners and facilitators; troubleshooting is conducted using system monitoring dashboards, vendor support resources, and documented procedures in response to automated alerts or user-reported problems. • Administers synchronous learning technology platforms such as Zoom and Teams by managing platform configuration, supporting facilitators, resolving technical issues, and overseeing live-event technical operations ensure reliable and accessible delivery of virtual and hybrid learning platforms. Work is scheduled in alignment with the division learning calendar. • Generates and distributes LMS usage completion reports using built in reporting tools to support evaluation, compliance monitoring, and operational planning. Reports are generated on a recurring schedule or in response to requests from division leadership. • Creates and maintains documentation for LMS configuration, administrative process, and operational procedures in collaboration with the Information Technology (IT) team to preserve institutional knowledge and promote consistent system management.
30%	Learning Technology Support and Operational Improvement • Support the product strategy for professional development technology initiatives. • Coordinates the technical deployment of e-learning and multimedia content by managing course setup, formatting review, and functionality testing within enterprise learning systems to produce accurate, accessible, and learner-ready course publications; work is completed using LMS authoring tool integrations and in collaboration with subject matter experts, the CalAcademy team, and as assigned by supervisor. • Develops and maintains operational workflows, processes, and quality assurance measures that promote consistent, reliable learner experiences across the division's learning portfolio. • Monitors and documents operational gaps, platforms performance concerns, and recurring support trends to identify business requirements, evaluate learning technologies and delivery methods, and recommend solutions that

Percentage	Description
	improve learner engagement, accessibility, operational efficiency, and organizational learning outcomes. Collaborates with stakeholders, facilitators, and subject matter experts, and members of the CalAcademy team to implement learning technology solutions by coordinating platform configuration, workflow alignment, and user onboarding to produce learning experiences that are consistent, accessible, and operationally effective.
20%	Project Coordination and Learning Program Support - Supports the planning, scheduling, and delivery of synchronous learning events by coordinating technology testing, managing calendar communications, and conducting post event troubleshooting to ensure timely and operationally sound program delivery. - Provides coordination support for the ODI's Innovation Community of Practice by managing schedules, coordinating platform logistics and facilitating participant communications to promote consistent and effective community engagement.

Marginal Functions

%	Description
10%	Perform other administrative tasks or staff assignments as appropriate and required

Supervision Received

The Learning Technology Systems Administrator (IT Spec II) will report to the Deputy Director, Government Affairs and Innovation Training.

Supervision Exercised

None

Working Conditions

The employee regularly works in an indoor and climate-controlled office setting under artificial light. The employee's workstation is located in Sacramento, Oakland, Los Angeles, and/or San Diego, and is equipped with standard or ergonomic office equipment. May sit for an extended period using a keyboard and video display terminal. Based on departmental or operational needs, the employee may have a teleworking option. Occasional travel may be required to attend meetings to any field site, offsite, conferences, and/or training classes. On occasion, may require flexible work schedules, including some evening hours to complete assignments, meet deadlines, and provide support to the Directorate.

Attendance

Must maintain regular and acceptable attendance at such a level as is determined ODI's sole discretion. Must be regularly available and willing to work the hours the department determines are necessary or desirable to meet its business needs.

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.)

A Reasonable Accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Printed Name	Date

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	Supervisor Printed Name	Date