



POSITION DUTY STATEMENT

Division: Information Systems Division	Classification Title: 1414 Information Technology Specialist II
Branch: Enterprise Modernization Project Branch	Working Title: Senior Salesforce Developer
Unit: Enterprise Modernization Project Branch	Tenure/Timebase: Limited Term Fulltime
Position City: Sacramento	Position County: Sacramento County
Position Number: 716-1414-943	CBID/Bargaining Unit: R01
Conflict of Interest Classification: No This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.	
Medical Evaluation: No	Bilingual Language: Unknown
Sensitive Position: No	DMV Employee Pull Notice: No
Fingerprint/Live Scan: Yes	Professional License: No
Work Week Group: E	Date Approved: 07/29/2026

Direction Statement and General Description of Duties: Under the general direction of the DL/ID System Development & Support Group Manager, Information Technology Manager (ITM) I, the Senior Application Developer, Information Technology Specialist (ITS) II is responsible for supporting the application development workstream for the project. The ITS II will guide the success of the development and lead cross-functional teams throughout the SDLC activities. The ITS II performs duties related to the Software Engineering Domain; including but not limited to Design and implement new technology, review software architecture and make recommendations, plan, develop, and maintain data exchange strategies, System Engineering Domain; including but not limited to contribute to the planning of the overall organization Information Technology (IT) strategy, communication to stakeholders, capacity planning, coordinate design and implementation of new technology, monitor and conduct audits for system performances, verify stability and Information Technology Project Management Domain;



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including, but not limited to Communications Management, Cost Management, Planning, and Portfolio Management. IT Project management including, but not limited to: Communications and Human Resource Management, Planning, Quality Management, Stakeholder Management and Time/Schedule Management. The position's primary focus and responsibility is the DMV's Digital Experience Platform (DXP) and related DL/ID phase.

Percentage and Essential/Marginal Functions:

35%	Workload Management & Collaboration with SI (E) Manages development workload in coordination with the System Integrator (SI) and internal DXP teams, ensuring work is sequenced correctly and aligned to sprint goals, release plans, and architectural patterns. Communicates technical impacts, constraints, and solution approaches to SI developers and architects. Coordinates with DevOps on CI/CD readiness, packaging, environment promotion, and post-deployment checks. Supports cross-team collaboration to maintain consistency across pods and prevent divergent design or coding patterns. Raises concerns and recommends corrections when SI deliverables do not meet expectations. Reviews and monitors SI deliverables (including code, configurations, integration work, and technical documentation) to ensure completeness, quality, adherence to platform guardrails, and alignment with DMV's DL/ID modernization standards.
30%	Salesforce Design & Development (E) Designs, builds, and maintains complex Salesforce solutions for the DXP DL/ID program, including Apex classes, triggers, Lightning Web Components, OmniStudio components, and integration adapters. Translates business requirements into scalable, performant technical designs that follow platform guardrails and coding standards. Develops functionality that supports both core DL/ID operations and modernization workflows, ensuring code is bulk-safe, secure, and optimized for high-volume transactional processing. Performs unit testing, creates technical documentation, and prepares metadata for release.
20%	Troubleshooting, Defect Resolution & Technical Quality (E) Leads resolution of complex and high-severity defects across DL/ID functionality, conducting root-cause analysis and implementing sustainable fixes. Troubleshoots integration issues, data problems, environment inconsistencies, and misaligned configurations. Partners with QA teams to support SIT, UAT, and regression cycles by clarifying expected behavior, reviewing failed tests, and providing timely remediation. Ensures technical quality by reviewing code, identifying technical debt, and recommending refactoring strategies.



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10%	Technical Leadership, Guidance & Best Practices (E) Provides senior-level technical guidance to developers, product owners, and business analysts on Salesforce capabilities, patterns, limits, and best practices. Helps establish coding standards, reusable libraries, naming conventions, and configuration guidelines that improve delivery quality. Advises on technical feasibility and participates in solution design discussions to ensure modernized DL/ID components are scalable, secure, and maintainable.
5%	Other Duties (M) Advises and provides recommendations to department administrators and program managers on the applicability and effectiveness of state-of-the-art IT alternatives to meet ongoing business requirements. Performs other job-related duties as required.

Supervision Received: The ITS II Developer receives general direction from the DL/ID System Development & Support Group Manager, ITM I.

Supervision Exercised and Staff Numbers: The ITS II may act as a lead but does not directly supervise others. Demonstrates leadership in identifying new issues, techniques, and opportunities. Demonstrates project leadership. Manages the most sensitive issues.

Physical Requirements: Will access a computer, sit for periods of time, and attend meetings in locations throughout the division, the building, and occasionally at other locations outside of DMV.

Special Requirements:

Personal Contacts: The ITS II communicates with DMV's Executive Office on project status. The ITS II Interacts and communicates with departmental management, technical staff, control agencies, business users, vendors and external entities by phone, e-mail, in person and mail, as needed to coordinate problem solving and ensure conformity of methods and practices to influence, motivate, persuade, provide oversight, and lead individuals or groups. Interactions may be general, confidential, sensitive, or informative in nature.



DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

716-1414-943

I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

MANAGER/SUPERVISOR ACKNOWLEDGMENT

I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE



POSITION DUTY STATEMENT

Division: Information Systems Division	Classification Title: 1414 Information Technology Specialist II
Branch: Enterprise Modernization Project Branch	Working Title: Senior Mulesoft Developer
Unit: Enterprise Modernization Project Branch	Tenure/Timebase: Limited Term Fulltime
Position City: Sacramento	Position County: Sacramento County
Position Number: 716-1414-943	CBID/Bargaining Unit: R01
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Percentage and Essential/Marginal Functions:

35%	Workload Management & Collaboration with SI (E) Works closely with the System Integrator (SI) and internal DXP teams to manage MuleSoft development workload, ensuring integration work is properly sequenced and aligned to sprint goals and release plans. Communicates technical impacts, constraints, and solution options to SI developers and architects. Coordinates with DevOps to confirm CI/CD readiness, packaging, environment promotions, and post-deployment checks. Maintains consistent integration standards across teams and raises concerns when SI work deviates from expected patterns. Reviews and monitors SI deliverables (including MuleSoft APIs, integration flows, configurations, and technical documentation) to ensure completeness, quality, and alignment with DL/ID modernization requirements.
30%	Mulesoft Design & Development (E) Designs, builds, and maintains complex MuleSoft integrations for the DXP DL/ID program, using MuleSoft's API-led architecture across System, Process, and Experience APIs. Develops scalable, secure, and performant integration solutions that reliably connect Salesforce, legacy DMV systems, payment services, and external partners. Implements advanced data-mapping, transformation, and orchestration logic, ensuring high-volume transactional throughput, resiliency, and fault-tolerant routing patterns. Performs unit and integration testing, authors technical documentation and RAML specifications, and prepares MuleSoft assets for deployment through CI/CD pipelines. Ensures all integrations follow enterprise security policies, versioning standards, and error-handling guardrails to support the long-term stability of DL/ID modernization efforts.
20%	Troubleshooting, Defect Resolution & Technical Quality (E) Leads resolution of complex and high-severity defects across DL/ID functionality, conducting root-cause analysis and implementing sustainable fixes. Troubleshoots integration issues, data problems, environment inconsistencies, and misaligned configurations. Partners with QA teams to support SIT, UAT, and regression cycles by clarifying expected behavior, reviewing failed tests, and providing timely remediation. Ensures technical quality by reviewing code, identifying technical debt, and recommending refactoring strategies.



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