

DUTY STATEMENT

CTC-HR 101 (REV 12/2021)

		RPA #	EFFECTIVE DATE: Click or tap here to enter text.
EMPLOYEE'S NAME Click or tap here to enter text.	POSITION NUMBER (Agency - Unit - Class - Serial) 192-406-1414-006		
DIVISION/UNIT Division of Technology and Innovation / Software Development	CLASS TITLE/WORKING TITLE Information Technology Specialist II – Systems Developer		

You are a valued member of the Commission on Teacher Credentialing (Commission). You are expected to work cooperatively with all employees, our customers, and members of the public to enable the Commission to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully, and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

Under the general supervision of the Software Development Manager (IT Manager I) and guided by the Systems Architect (IT Specialist III), the IT Specialist II serves as a systems developer for AI-enabled applications, automation solutions, and enterprise systems. The incumbent performs hands-on development, configuration, testing, and support of AI tools, data pipelines, and software components. The position focuses on executing solutions designed by senior technical staff, providing research, offering technical suggestions, and ensuring high-quality implementation within established architecture, standards, and procedures. The incumbent works independently on moderately complex assignments and collaborates with senior specialists on larger, enterprise-wide initiatives. Duties fall within Software Engineering and System Engineering domains.

Percentage of time performing duties | Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.

35%

ESSENTIAL FUNCTIONS

System Implementation

- Implement artificial intelligence (AI) and machine learning (ML) components, automation routines, and system enhancements following designs and specifications provided by the Systems Architect.
- Configure, test, deploy, and maintain AI-enabled features, data pipelines, APIs, and cloud-based services in alignment with enterprise architecture.
- Conduct technical research on AI tools and emerging technologies; summarize findings and recommend practical implementation options to senior staff.
- Assist in integrating machine-learning models into existing business applications, ensuring compatibility with enterprise data structures and workflows.
- Troubleshoot AI model performance, system behavior, and automation workflows, escalating complex issues to senior technical leadership when required.

30%

Software Development & Automation

- Develop and maintain custom applications, scripts, and automation tools consistent with approved system architecture.
- Support machine learning operations (MLOps) activities, including model testing, monitoring, and versioning workflows designed by higher-level specialists.
- Build and update interfaces, APIs, and services that support AI-enabled functionality and enterprise apps.
- Document system changes, implementation steps, and technical procedures.
- Assist in modernization efforts led by senior developers and architects.

20%

Data & Model Governance

- Follow established enterprise data governance policies when implementing AI components and data pipelines.
- Help maintain data quality, model transparency, and security practices under direction from the Systems Architect and IT Specialist III.
- Prepare datasets and training materials for use in machine-learning workflows.
- Monitor compliance of AI-related implementations with responsible AI guidelines and privacy requirements.

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10%	Technical Assistance, Support & Training • Provide user and technical staff support for AI tools, automation solutions, and related technologies. • Assist in training sessions prepared by senior staff, supporting user onboarding and adoption of new systems. • Help explain technical functionality and system changes to non-technical staff.
5%	<u>MARGINAL FUNCTIONS</u> Other related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Software development concepts, frameworks, and lifecycle methodologies.
- Application integration techniques, APIs, and data exchange fundamentals.
- Basic machine-learning concepts, model usage, and AI/ML implementation practices.
- Cloud-based AI services and tools (e.g., Azure AI, Cognitive Services, ML Studio).
- Data pipeline fundamentals, structured data, and responsible data handling practices.
- Automation tools, scripting languages, and MLOps support processes (e.g., model testing, monitoring, versioning).
- Troubleshooting methods for enterprise applications, AI components, and system integrations.
- Key principles of system specifications, documentation standards, and IT governance guidelines.
- Core concepts in natural language processing (NLP), computer vision, or predictive analytics as applied to system features.
- Secure and ethical use of AI systems, including foundational responsible AI practices.

Ability to:

- Analyze information and situations, identify problems, and apply logical reasoning to determine practical solutions.
- Apply creative thinking to develop and enhance technical solutions within established system designs.
- Implement and support methods of processing information using information technology systems.
- Establish and maintain effective working relationships with staff, stakeholders, and customers.
- Communicate clearly and professionally, both verbally and in writing, including explaining technical issues to non-technical users.
- Handle multiple tasks, priorities, and projects concurrently.
- Work effectively in a web-based, client-server application environment.
- Research AI automation opportunities and assist in implementing automation workflows developed by senior technical staff.
- Evaluate AI tools at a functional level and provide recommendations to senior staff regarding usability or integration feasibility.
- Apply AI/ML concepts to practical business problems under the guidance of senior specialists.
- Support secure, ethical, and compliant use of AI systems according to established policies and guidelines.

INTERPERSONAL SKILLS

- Excellent interpersonal skills are required, as this position will be interfacing with all levels of staff within the Commission.
- Demonstrate a commitment to maintaining a work environment free from discrimination and sexual harassment.
- Maintains good work habits and adheres to all policies and procedures.
- Fingerprint clearance.

DESIRABLE QUALIFICATIONS

- Experience with the Software Development Lifecycle (SDLC) and modern development practices.
- Practical experience with software application development frameworks and building application components.
- Hands-on experience using AI/ML tools, frameworks, or cloud-based AI services (e.g., Azure AI,

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Cognitive Services, ML Studio).

- Experience implementing or supporting AI/ML features within enterprise systems, under direction of senior staff.
- Familiarity with data pipelines, analytics tools, and basic responsible AI practices.
- Experience assisting with MLOps tasks, including testing, monitoring, or versioning of ML models.
- Working knowledge of system integration concepts, APIs, and enterprise application design principles.
- Experience with .NET Core, C#, MVC, SQL, HTML/CSS, JavaScript/jQuery, and Entity Framework.
- Experience researching, evaluating, and testing software tools, technical solutions, or new technologies.
- Experience analyzing business requirements and assisting in the preparation of technical specifications or documentation.
- Strong technical writing skills for preparing system documentation, procedures, and implementation notes.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

Work Environment:

- Requires use of Microsoft Teams and frequent contact with employees, and some public contact.
- Requires mobility to various areas of the Commission.
- Work business hours of 8:00 a.m. to 5:00 p.m.

Physical Ability: Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation

Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

PERSONAL CONTACTS

Has daily contact with Commission management, staff, and the Commission's customers.

LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

Incumbent performs a variety of tasks in connection with the analysis, development, installation, implementation, procurement, or support of information technology systems, multifunction automated office systems, microcomputer systems, and teleprocessing networks and/or systems. Work is subject to periodic review and contact with the public is moderate. The consequence of errors is significant.

MANAGER/SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

MANAGER/SUPERVISOR'S NAME (Print)	MANAGER/SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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