

ESSENTIAL FUNCTIONS DUTY STATEMENT

ADM-002

(Rev. 4/2026)

Classification Title: Information Technology Specialist I	Branch/Division/Bureau: IT Division
Working Title: Product Engineer	Office/Unit/Section/Geographic Location: Sacramento/SF/LA
Position Number (13 Digit): 425-180-1402-002	Conflict of Interest Position: ☒ NO ☐ YES
RPA Number: #31016	Work Schedule: Monday – Friday, 8:00 a.m. – 5:00 p.m.
Employee Name:	Effective Date:

CORE VALUES/MISSION

The California Privacy Protection Agency (CalPrivacy)'s mission is to protect Californians' consumer privacy. CalPrivacy implements and enforces the California Consumer Privacy Act (CCPA). Its responsibilities include: 1) rulemaking in a highly complicated, technical, sometimes contested, and nuanced area; 2) supporting awareness across California's diverse population on issues related to privacy and data security, including the new rights provided to them by the law; and 3) administrative enforcement of those rights.

POSITION CONCEPT

Under the direction of the Information Technology Manager I, the Information Technology Specialist I serves as the Product Engineer for the Delete Request and Opt-Out Platform (DROP). DROP is California's first-of-its-kind privacy platform helping Californians exercise deletion and opt-out rights at scale. The Product Engineer turns complex product, program, and operational needs into reliable software and carries technical work from discovery through production. The role works closely with the Product Manager and Senior Technical Delivery Lead to shape product behavior, system architecture, user experience, and delivery. The Product Engineer contributes deep application engineering expertise, challenges assumptions, develops practical solutions, and remains accountable for the quality of the engineering result. The work spans application design, code, data, database models, processing pipelines, APIs, integrations, testing, cloud services, deployment, and production operations. Success requires deep understanding of the product as a system, strong engineering judgment, curiosity, comfort with ambiguity, and ownership of results. Modern engineering practices and approved AI-assisted tools are used to increase capability and improve

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quality. Sensitive information must remain protected, generated work must be critically reviewed, and final results must be proven correct, secure, accessible, maintainable, and appropriate for production.

ESSENTIAL FUNCTIONS**30% – Build and Evolve the Product**

Translate product, program, user, and operational needs into clear technical behavior and working software. Design, develop, modify, refactor, and maintain application features, services, user interfaces, APIs, integrations, data processes, automation, scripts, and technical tools. Carry changes from technical discovery and design through implementation, testing, deployment, and production validation. Review, understand, and evaluate existing code, data, dependencies, constraints, and system behavior before making consequential changes. Review technical contributions for correctness, clarity, security, performance, accessibility, testability, and maintainability, in order to recommend and conduct changes. Improve the product continuously by correcting defects, simplifying weak designs, automating recurring work, and reducing technical debt that limits future change.

25% – Design Systems, Data, and Integrations

Design and improve application components, database models, data relationships, APIs, state transitions, processing pipelines, integrations, validation rules, and failure handling. Convert complex policy, workflow, data, and operational needs into coherent technical models and system behavior. Conduct evaluations and reason across dependencies, security boundaries, data movement, asynchronous processing, external interfaces, and downstream effects, in order to suggest or make improvements. Evaluate technical options and tradeoffs involving simplicity, reliability, performance, privacy, security, accessibility, maintainability, cost, and delivery speed. Determine best course of action to address needs, such as through development, configuration, integration, automation, simplification, or an existing capability. Use prototypes, queries, scripts, models, and technical experiments to test assumptions, establish feasibility, and reduce uncertainty. Research and apply useful technologies, engineering practices, testing methods, and emerging capabilities.

15% – Prove Quality and Resolve Failure

Define how new and changed behavior will be tested and proven correct. Develop and maintain automated tests, test data, test utilities, and repeatable validation methods that protect important system behavior. Perform focused functional,

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integration, regression, API, data, accessibility, security, performance, failure, and end-to-end testing based on actual risk. Investigate defects, data inconsistencies, failed transactions, processing errors, integration problems, and unexpected production behavior. Use source code, SQL queries, database records, logs, metrics, traces, API traffic, and test results to identify underlying causes. Verify that corrections solve the original problem without introducing regressions or unintended consequences. Strengthen the product after failures by improving code, tests, monitoring, safeguards, documentation, or design.

15% – Deliver and Operate Reliably

Work directly with source control, code review, builds, automated pipelines, application and infrastructure configuration, environments, deployments, and release processes. Prepare application changes under established review, testing, security, change-management, and release controls. Provide clear evidence of implementation quality, test results, data and configuration changes, deployment requirements, expected behavior, and rollback options. Validate deployments and confirm that application behavior, data, integrations, configuration, and supporting services operate as intended. Monitor production health and respond to incidents, failures, and unexpected behavior. Improve delivery automation, observability, recovery, security, privacy, accessibility, and operational reliability through direct experience. Maintain the technical documentation needed to understand, change, release, operate, and troubleshoot the product.

10% – Documentation, Standards, and Knowledge Transfer

Maintain technical documentation, including architecture materials, runbooks, API documentation, support procedures, data flow materials, and decision records. Establish practical DROP technical standards for documentation, configuration, logging, review, and release readiness. Review contractor technical artifacts, estimates, test evidence, and implementation documentation. Transfer knowledge to CalPrivacy staff so the Agency can oversee, operate, maintain, and improve DROP.

MARGINAL FUNCTIONS**5% – Marginal Functions**

Participate in related meetings, reviews, demonstrations, and coordination efforts. Support briefings, reports, audits, procurement materials, and management updates. Contribute to documentation, process improvement, and knowledge-sharing activities. Perform other related duties as assigned.

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WORK ENVIRONMENT OR PHYSICAL ABILITIES

- Professional office environment.
- Some travel may be required.
- Monday - Friday workweek with work outside of normal business hours, as needed. The position is part of a distributed team that involves teleworking and reporting to the office as needed/required.
- Daily and frequent use of computer and variety of office software applications.
- Ability to occupy office workstation for extended periods of time.

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 you are unsure of the need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety Analyst.)

Supervisor 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