

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

	RPA #	C&P Analyst Approval	Date
Employee Name	Division Technology Services Division		
Position No / Agency-Unit-Class-Serial 461-130-1415-007	Unit Hospital Services Section		
Class Title Information Technology Specialist III (Working Title: Senior ITIL Service and End User Compute Solutions Engineer)	Location		
Subject to Conflict of Interest ☐ Yes ☒ No	CBID R01	Work Week Group: E	Pay Differential
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions Under administrative direction of the Hospital Services Section Chief, Information Technology Manager II (IT Manager II), within the Department of State Hospitals, the Information Technology Specialist III (IT Specialist III) serves as the expert advisor, lead process engineer, utilizing Information Technology Infrastructure Library (ITIL) best practices to lead the planning, design, development, implementation, continual improvement, and operational sustainment of End User Compute technology solutions on an enterprise scale. Demonstrating the highest level of ITIL End User Compute competency and expertise, the IT Specialist III is responsible for solutions engineering with an emphasis on interdisciplinary coordination. The primary duties of the IT Specialist III lie within Client Services, Service Delivery, Systems Engineering, Software Engineering, and Information Security Engineering domains of the IT Specialist III classification.			
% 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; percentage must total 100%. (Use additional sheet if necessary.)		
30%	As a Senior ITIL Service and End User Compute Solutions Engineer, the IT Specialist III is responsible for: • The design, development, implementation, operation, deployment and maintenance of solution systems, including research, user centric design, development and configuration, programming, enterprise architectural alignment, testing, implementation, and maintenance of solutions in direct support of the end user compute environment. • The IT Specialist III exhibits leadership and expertise in analyzing customer needs and coordinating team members and alignment of team activities, technology platforms support, improvement and automation, and technical innovation toward the overall DSH and TSD strategies. • The incumbent serves in a lead role over subject matter experts (SME's) and Information Technology Specialist II staff, which requires expertise in DSH business, architecture, processes, programming, design, applications and data environments to implement the departments more complex projects/initiatives where the consequences of an error may		

	have a serious detrimental effect on the operating efficiency of the organization. • Designs, develops, and supports automation solutions using platform-native capabilities to create efficient, reliable, and scalable workflows. Leads the development and sustainment of integrations between enterprise platforms, ensuring secure data exchange, consistent process orchestration, and alignment with ITIL service management practices, established governance models, platform standards and enterprise security requirements. • Provides direct technical support for automation pipelines, integration interfaces, and workflow enhancements, collaborating with cross-functional teams to ensure solutions meet business, compliance, and operational requirements.
25%	Acts as a Technical Lead and primary engineer for complex support solution implementation and continuous improvement efforts: • Partners with business leadership, operations, server, network and security teams to design and develop continuous solutions improvements and work closely with project leadership and business subject matter experts to implement new and emerging solutions. • Helps to establish close partnerships between Client Services staff, IT Business Management staff, Infrastructure staff, Operations staff, Applications staff, and customers. • Designs and establishes back up/ recovery procedures; designs, implements, tests and continually improves service platform integrations, automations and functions. • Clearly defines problems, assesses alternatives objectively and collectively reaches/builds a solution to the customer's satisfaction. • Ensures security measures are enforced in every system and ensures integrity of all DSH data is always maintained and validated. • Evaluates target platforms, technology stacks, and testability features of DSH systems and suggest improvements/enhancements and innovative ideas for implementations. • Mentors, trains and supports staff in best practices, platform use, new technologies, solution improvement techniques and conducts periodic peer reviews.
20%	As a Technical Subject Matter Expert, the incumbent acts as the Primary Engineer: • Ensures the proper design, implementation and support of complex systems and analytics including the design, implementation plan and support of enterprise end user compute (EUC) lifecycle platforms, and future state integration vision, that will deliver maximum business value, as well as provide a scalable, enterprise scale EUC management platform(s) in support of (DSH's) strategic business objectives, mission and vision. • Administers systems that provide control and compliance throughout the EUC lifecycle and present accurate, meaningful, real-time, data

	for on demand reporting, executive level dashboards and presentations, defined key performance. • Applies industry and departmental best practices to all EUC solutions to ensure continuity of existing implementations, consistency of performance across enterprise systems, promote data integrity and ease of use. • Maintains compliance with department guidelines and policies to ensure maximum protection of highly sensitive Protected Health Information (PHI) and Personally Identifiable Information (PII) data
15%	As a senior level solutions support engineer, the incumbent: • Addresses a diverse collection of technical and business problems in a timely manner. • Serves as a primary escalation resource for complex End User Compute (EUC) issues, ensuring timeline and effective incident response and resolutions for issues that exceed Tier 1 and Tier 2 capabilities as the next tier technical escalation point for Systems Maintenance and Operations in the Hospital Services group for the most complex issues. • Restoration of unavailable production services, escalation to external support providers, liaison between internal TSD staff and external support providers, and act as a subject matter expert for specific services.
10%	Responsible for leading quality initiatives to enhance quality and consistency in hospital services solutions. • The incumbent collaborates with peers, managers, and stakeholders to provide recommendations on making continued and agile improvements, ensure sustainability and quality of systems across the enterprise as well as perform other Information • Technology Specialist II job-related work as required by management.
Working Conditions	A hybrid Telework schedule, consistent with the State of California's in-office requirement, may be considered with prior approval from management. The incumbent may also be required to travel throughout California as needed, with prior notice. Independence of action and the ability to manage time and multiple priorities is required. Use of technology, including but not limited to Microsoft Office, Microsoft Teams, WebEx, Zoom, and other virtual platforms is required. Incumbent may be required to sit for long periods of time using a keyboard and video display terminal or when traveling to other locations; travel may be required to DSH facilities.
Other Information	Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

Incumbent must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The incumbent must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and control agencies and other departments.

The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. Additionally, the TSD team will have access to and responsibility for the protection of very sensitive and confidential information and protected health information.

The TSD plays a significant role in ensuring continuity and quality of DSH's and its hospitals and psychiatric programs delivery of services and patient care through the delivery of highly effective IT service delivery systems. Consequence of error may result in minor to major IT service unavailability or ineffectiveness, causing direct impacts to the delivery of care to DSH patients. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

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 Office of Human Rights).

Employee's Signature

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's Signature Date
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