

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 7/2015)

Classification Title Information Technology Specialist II	Board/Bureau/Division Office of Information Services
Working Title Developer	Office/Unit/Section / Geographic Location Enterprise Production and Application Support Services / Developers / Sacramento
Position Number 610-710-1402-XXX	Name and Effective Date

General Statement: Under the general direction of the Enterprise Production and Application Support Section (EPASS) Information Technology Manager I (ITM I), the Information Technology Specialist II functions as the senior technical expert for the design, analysis, troubleshooting, and optimization of enterprise financial systems. The incumbent blends advanced accounting knowledge with deep technical engineering skills to support complex, high-availability applications and ensures data accuracy, system reliability, and alignment with State of California financial requirements. This role requires hands-on system engineering, data analysis, automation, and cross-platform troubleshooting within a fast-moving production support environment. This position is in the Software Engineering domain.

Duties include, but are not limited to the following:

A. **SPECIFIC ASSIGNMENTS** [Essential (E) / Marginal (M) Functions]

45% Advanced Technical Engineering & Systems Integration (E)

Architect, maintain, and optimize financial application environments, leveraging expertise in Application Programming Interfaces (APIs), microservices, database structures, and integration pipelines. Conduct deep-dive technical analysis of financial workflows, accounting logic paths, data schemas, and transaction sequencing to identify root causes of system issues. Utilize SQL, log-analysis tools, and system monitoring utilities to diagnose performance degradation, integrity failures, or anomalous transaction behavior. (20%)

Demonstrates knowledge and development experience in Oracle Forms, Oracle Reports, SQL*Plus, and PL/SQL, including designing, maintaining, troubleshooting and enhancing Oracle-based applications to support program operational needs. Validate system stability and performance through load testing, regression testing, and advanced debugging practices. Collaborate directly with DevOps teams for code deployment, version control, CI/CD troubleshooting, and automation improvements. (15%)

Serves as the technical and business lead for efforts to modernize Department of Consumer Affairs (DCA) financial systems, including assessing current legacy processes, identifying modernization opportunities, and recommending scalable, secure and efficient technology solutions aligned with enterprise modernization strategies. (10%)

30% Accounting Logic, Data Quality, and Process Automation (E)

Translate accounting rules, fund structures, and reconciliation requirements into technical specifications and system logic updates. Engineer automated controls and data-validation routines to prevent accounting errors and reduce manual intervention. Develop technical requirements that ensure compliance with statewide accounting standards, cash management guidelines, and audit requirements. Build datasets, queries, and reports to support reconciliation, forecasting, and exception diagnostics.

Work collaboratively with internal and external partners to oversee fiscal accountability, cash-flow management, and financial reporting activities. Perform reconciliations between State Controller's Office records and FI\$Cal to ensure data integrity and compliance with authorized funding levels. Research, analyze, and resolve variances by coordinating with accounting staff and processing necessary corrective entries. Conduct detailed financial analyses, reconcile complex funding streams, and prepare required system corrections and updates to maintain accurate financial information.

10% Cross-Functional Technical Leadership (E)

Lead collaboration between accounting, development, infrastructure, and release management teams to deliver system fixes and enhancements. Represent the accounting-technical discipline in design discussions, technical threads, release chats, and production readiness reviews. Guide staff in understanding complex system behavior, technical constraints, and accounting impacts. Provide subject-matter expertise during system outages, emergency releases, and high-priority incident response activities.

10% Documentation, Governance, & Continuous Improvement (M)

Draft and maintain high-quality technical documentation, system diagrams, runbooks, and accounting logic reference materials. Improve workflows by identifying bottlenecks and recommending system enhancements or automation strategies. Support audit readiness through accurate documentation, traceability of accounting logic, and system change governance. Participate in continuous improvement initiatives that enhance system reliability, reduce operational risk, or improve end-user support.

5% Administrative (E)

Update and submit status reports to various audiences including, but not limited to the Office of Information Services (OIS) Chief Technology Officer (CTO), OIS Chief Information Officer (CIO), DCA Executive Office, and external Control Agencies. Conduct presentations and/or briefings on all aspects of projects to executive teams, including but not limited to OIS management and DCA Executive Office. Coordinate and lead meetings and presentations as necessary. Perform other related duties as assigned.

B. Supervision Received

The incumbent works under the direction of the EPASS ITM I, and may receive assignments from other Information Technology Managers Is and IIs, and the OIS Chief Technology Officer (CEA B) and the OIS Chief Information Officer (CEA C).

C. Supervision Exercised
None.

D. Administrative Responsibility
The incumbent will have project management administrative responsibilities that include monthly project progress documentation, resource management including multiple contractor oversight, intra-departmental meeting facilitation, and gaining written and verbal approvals as appropriate.

E. Personal Contacts
The incumbent has contact with all levels of the DCA staff, consultants, vendors, California Technology Agency staff, Control Agency staff, and other government agencies. This includes DCA's Divisions, Programs, Bureaus, Boards, and Committees including executive management. Contacts may be initiated with other departments, governmental agencies, and private companies concerning information system and data center technologies as they related to the performance of this position.

F. Actions and Consequences
The incumbent will make decisions that impact the functionality of the DCA technology applications and solutions. Failure to properly administer duties using good judgment, logic, and discretion, may result in poor performance or unusable systems and/or applications, and prevent the DCA end users from effectively performing their duties. In addition, substantial workload backlogs may occur, online consumer services may be unavailable, and the DCA may be unable to carry out mandates designed to protect consumers, licensees, and applicants.

G. Functional Requirements
The incumbent must occasionally move about inside the office to access office machinery. The incumbent must constantly operate a computer and other office productivity machinery, such as a copy machine. The incumbent must be able to remain in a stationary position 50% of the time. The incumbent may be required to perform duties at local client sites as required and at any of the DCA's statewide field sites as scheduled in advance. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

H. Other Information
The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent must be able to reason logically and creatively and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives, research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contracted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual department staff, the Department's network and infrastructure, and all data assets.

Criminal Offender Record Information (CORI):

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to DCA's CORI procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Conflict of Interest (COI):

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, and annually by April 1, and within 30 days of leaving office.

Required Technical Knowledge:

Angular JS

C#

Oracle Database

Oracle Forms

Oracle Reports

PL/SQL

SQL

MySQL

Java

JavaScript

NodeJS

HTML

CSS

UNIX servers

Windows servers

Development

Ticketing System Tools

Code Management Tools

Containerization platforms: OpenShift, Kubernetes

Continuous Integration and Deployment Tools like; ArgoCD, Jenkins, Tekton

Continuous Integration and Continuous Delivery Methodologies

Version Control: GIT

Additional Performance Expectations:

Ability to work cooperatively with others

Ability to work efficiently

Ability to report to work on time

Ability to maintain consistent, regular attendance

Ability to work under changing deadlines

Ability to look and act in a professional manner

Ability to get along with others

Ability to exhibit courteous behavior towards others at all times

Ability to meet deadlines

Ability to perform tasks with minimal amount of errors

Ability to do completed staff work

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public with equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

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

Employee 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

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