

Department of Consumer Affairs

Position Duty Statement

HR-41a (new 7/2015)

Classification Title Information Technology Specialist I	Board/Bureau/Division Office of Information Services
Working Title Report Developer	Section / Unit / Geographic Location Enterprise Data, Application and Project Services / Sacramento
Position Number 610-711-1402-009	Name and Effective Date

General Statement: Under the direction of the Enterprise Reporting & Analytics Information Technology Supervisor II (IT Sup II) and the Information Technology Manager I (ITM I), who oversees the team and establishes overall strategy, the Information Technology Specialist I (ITS I) develops complex SQL-based, Cognos, Power BI, and Databricks reporting solutions that support the department's enterprise business intelligence platforms. The incumbent serves as a technical specialist responsible for system programming, report development, and data engineering support. This position contributes to the modernization of the California Department of Consumer Affairs (DCA) enterprise analytics environment by designing Power BI semantic models, building Databricks pipelines, and implementing optimized SQL integrations that enable scalable, governed, and reliable enterprise reporting.

Duties include, but are not limited to the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

30% Report Development (E)

- Design, develop, test, and maintain enterprise reports, dashboards, and data extracts using Microsoft Power BI, Databricks, and IBM Cognos Analytics.
- Create Power BI datasets, semantic models, DAX calculations, and optimized visualizations following BI governance standards.
- Convert legacy IBM Cognos reports into modern Power BI and Databricks-based solutions.
- Perform advanced SQL development, including stored procedures, query optimization, and performance tuning across Oracle, Azure SQL, Mondo DB and similar platforms.
- Conduct peer reviews to ensure accuracy, performance, and compliance with Office of Information Services (OIS) report development standards.

30% Data Modeling (E)

- Build and maintain Databricks notebooks, Delta Lake tables, and ETL/ELT pipelines supporting enterprise analytics workloads.
- Develop and maintain BI data models, star schemas, and framework components optimized for performance and scalability.
- Validate datasets, source-to-target mappings, and data transformations across multiple database environments.

- Analyze software configuration and application code to resolve complex system integration and data pipeline issues.
- Establish and maintain standards for SQL development, ETL/ELT processes, and BI data modeling.

20% System Administration (E)

- Monitor application performance across Power BI, Databricks, and other systems that collectively support DCA's Enterprise Reporting ecosystem.
- Ensure reliability of Power BI dataset refreshes, gateway operations, Databricks jobs, and Cognos reporting availability.
- Collaborate with DBAs and infrastructure teams to maintain system stability, backups, version control, and environment synchronization.
- Maintain security configurations including workspace permissions, RLS, Cognos folder access, and governed dataset deployment.

10% Technical Writing (E)

- Produce and maintain clear technical documentation, including report specifications, data models, ETL workflows, and development standards.
- Create concise user guides and reference materials to support DCA's new Enterprise Reporting and Analytics system tool adoption and report usage.
- Document repeatable processes, technical decisions, and resolved issues to foster team knowledge sharing.
- Maintain version-controlled documentation to ensure consistency, accuracy, and onboarding support.

10% Project Management (M)

- Assist with planning, tracking, and coordinating reporting, ETL, and data modeling tasks to support ERAS Project goal and timelines.
- Assist unit leadership with monitoring project milestones, risks, and deliverables and provide status updates to management and stakeholders.
- Facilitate weekly project meetings, action-item management, and requirements clarification for BI modernization and analytics initiatives.

B. Supervision Received

The incumbent works under direction of the Enterprise Reporting and Analytics Supervisor, Information Technology Supervisor II and may receive assignments from Information Technology Manager Is and IIs, and the OIS Chief Information Officer (CEA B).

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has routine 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.

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 is required to travel throughout an assigned geographical area by various methods of transportation. The ITS I must be able to reason logically and creatively and utilize a wide variety of skills in order to resolve enterprise-wide technical connectivity 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 contacted; 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 departmental staff, the Department's network and infrastructure, and all data assets.

The incumbent should have a thorough knowledge of the State IT policies and procedures, as mandated in the State Administrative Manual (SAM), Statewide Information Management Manual (SIMM), State IT Policies; as well as basic operational functions of the client agencies: i.e. application review, examination processes, license issuance and denial, complaint handling and enforcement

activities. The incumbent must develop a thorough understanding of the OIS services, its operational policies, and procedures to effectively make recommendations and identify the impact of IT initiatives to its customers. Furthermore, the incumbent must develop or possess expert knowledge of the OIS-supported enterprise database systems.

Criminal Offender Record Information

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 are required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance with 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.

Required Technical Knowledge

- Expert-level SQL development skills, including query optimization and advanced performance tuning.
- Experience with SQL, T/PL SQL, materialized views, triggers, stored procedures, and Python programming.
- Experience with SQL query optimization and the ability to troubleshoot and optimize complex queries to improve performance.
- Experience working with enterprise databases such as Oracle, MySQL, Azure SQL, AWS RDS, or MongoDB.
- Hands-on experience with Databricks, Delta Lake, Spark SQL, and enterprise data pipeline development.
- Practical experience with ETL/ELT frameworks and modern data integration methods.
- Experience with ETL, data warehouse, and complex data integration.
- Ability to design and maintain conceptual, logical, and physical data models.
- Experience creating data models and data pipelines.
- Experience developing reports, dashboards, and data products using Power BI, IBM Cognos, or Tableau.
- Experience with various cloud-based BI solutions and services from providers such as AWS and Azure.
- Experience creating Power BI measures and calculated columns using DAX functions.
- Understanding of SDLC, Agile development practices, peer review standards, and user acceptance testing (UAT).
- Experience with agile development methodologies, requirements gathering, code peer review, ERD, data flow diagrams, and documentation.

- Strong technical writing skills for documenting specifications, workflows, and development processes.
- Ability to manage multiple priorities, meet deadlines, and adapt to evolving business needs.

Additional Performance Expectations:

Ability to effectively communicate both written and verbal

Ability to work efficiently

Ability to report to work on time

Ability to maintain consistent, regular attendance

Ability to work with changing deadlines

Ability to look and act in a professional manner

Ability to work cooperatively and 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 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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