

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

INFORMATION TECHNOLOGY SPECIALIST I

POSITION NUMBER:

800-774-1402-029

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

INFORMATION SYSTEMS DIVISION/ITSB

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

WEB APPLICATIONS BUREAU

SUPERVISOR'S NAME:

ABISHEKAR POOJARI

SUPERVISOR'S CLASS:

INFORMATION TECHNOLOGY SUPERVISOR II

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ None
- ☒ Other (Explain below)

Fingerprinting clearance and DOJ background check required.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The Information Systems Division (ISD) mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units. The shall position support Software Engineering domain.

ISD accomplishes this by:

- effectively managing information systems and equipment;
- planning, communicating and implementing responsible information technology policies and solutions; and,
- sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

Under the direction of the Web Applications Bureau, Information Technology Supervisor II (IT Sup. II), the Information Technology Specialist I (IT Spec. I) is responsible for requirement gathering, technical analysis, planning, development, implementation and support of Web Applications and its Projects as needed. Using iterative development methodologies, the IT Spec I is responsible for requirements capture, analysis, service re-design, development, configuration, implementation and support of Web Applications and maintenance of software systems of the business application services. The primary duties of the IT Spec. I lie within the Software Engineering Domain.

A. RESPONSIBILITIES OF POSITION:

40% Serve as ISD's technical and analytical lead, develop and maintain most complex software systems projects for business partners. Perform test driven development, develop secure applications, structured application programming focusing on using computer languages and technologies including, but not limited to: JavaScript, Angular, TypeScript, NodeJS, APIs, CSS3 (Less, Sass, Bootstrap), HTML5, jQuery, AJAX, LINQ, Entity Framework, Microservices architecture, C#, Visual Basic, .NET Core, ASP.NET, MVC, Web Forms, Windows Tasks, Active Batch and Neo Batch, Cloud native application architecture, Dev-Ops, Azure, AWS, TFS, T-SQL and MS SQL Server. Coordination and development of software life cycle activities including: requirement elicitation, planning, status reporting, project consultation, prototyping, application programming, testing, training, and implementation of software systems in an Agile, short release and iterative environment.

25% Provide technical expertise and perform the most complex analysis, studies and activities associated in application architecture design, database design and support to ISD web application development. Provide technical support and maintenance to resolve any web application issues for CDSS and external customers. Serve as a mentor and provide consultation, code reviews, training, and staff development on processes and procedures related to IT web policies, standards, and methodologies. Monitor and prioritize workload of various web applications. Resolve system problems and recommend the best methods of applying new technologies for the most critical systems.

15% Lead IT analysis and coordination activities by continuously soliciting feedback from customers/stakeholders to clarify requirements and evaluate new techniques. Improve the output accuracy by implementing enhancements to support web needs of each of CDSS' programs. Ensure proper IT governance and compliance with State, Agency, Federal, Department, and industry standards.

15% Research and implement new technologies in the web space, including Azure cloud services and GitHub Copilot, to evaluate their applicability to new system application requests and projects in the pipeline. Aim to reduce project deployment costs, meet or exceed customer expectations, and provide leverage-able opportunities for other applications. Analyze business re-engineering efforts by examining and redesigning ISD business processes and workflows. Develop methods for applying information to improve operations using current and innovative technologies aligned with both technical and business needs.

5% Provide consultation to IT Service Management and other special projects for Executive Management and performs other duties as assigned within the scope of the classification. Provide software training to end users in the deployment of new web applications and system enhancements and other related duties.

B. SUPERVISION RECEIVED:

Information Technology Specialist I (IT Spec I) reports directly to the Web Applications Bureau, Information Technology Supervisor II (IT Sup II).

C. ADMINISTRATIVE RESPONSIBILITY:

Lead all business re-engineering efforts by examination and redesigning the business processes and work-flows, system analysis, and business re-engineering efforts.

D. PERSONAL CONTACTS:

IT Spec. I has contact with staff at all levels of the Department as well as representatives of other departments (i.e., Finance, General Services, Department of Technology and computer vendors).

E. ACTIONS AND CONSEQUENCES:

Success of many of the department's most visible and critical applications depend on Internet technologies. Failure to maintain and apply standards, policies and principles related to the CDSS Internet platforms could adversely affect the ability to provide critical information to its constituency in an effective and timely manner. Failure to meet the Internet publishing mandates of the Governor's Office could result in sanctions against CDSS and its management.

F. OTHER INFORMATION:

Local network and wide area network knowledge is required to perform the technical duties of this position. This position requires a background investigation, including a criminal conviction history screening, before hire (IRS Publication 1075). Applicants are required to submit fingerprints via the Live Scan process to the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). Background investigation clearance is a condition of employment for this position.