

## DUTY STATEMENT

| 1. POSITION INFORMATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                           |
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| Civil Service Classification<br>Information Technology Specialist II                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Working Title<br>Enterprise Technical Services Lead                                                                                                                                                                                                                                                                                                                                                       |
| Employee Name<br>Vacant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Position Number<br>791-730-1414-002                                                                                                                                                                                                                                                                                                                                                                       |
| Project/Division Name<br>CalHEERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Supervisor's Name<br>Logan Robertson                                                                                                                                                                                                                                                                                                                                                                      |
| Unit<br>Enterprise Infrastructure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Supervisor's Classification<br>Information Technology Manager I                                                                                                                                                                                                                                                                                                                                           |
| Physical Work Location<br>2329 Gateway Oaks Dr., Sacramento, CA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Duties Based on:<br><input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction <a href="#">Click here to enter text.</a>                                                                                                                                                                                                                                                 |
| Effective Date<br>TBD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2. REQUIREMENTS OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Check all that apply:</b></p> <p><input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input checked="" type="checkbox"/> Requires Fingerprinting &amp; Background Check</p> <p><input type="checkbox"/> May be Required to Work in Multiple Locations <input type="checkbox"/> Other (<i>specify below in Description</i>)</p> <p><b>Description of Position Requirements (e.g., the position may move from project to project upon business need, managing staff at an alternate location, graveyard/swing shift, frequent travel, etc.):</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                           |
| 3. DUTIES AND RESPONSIBILITIES OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p>IT Domains used:</p> <p><input checked="" type="checkbox"/> Business Technology Management <input checked="" type="checkbox"/> Information Technology Project Management</p> <p><input checked="" type="checkbox"/> Client Services <input checked="" type="checkbox"/> Software Engineering</p> <p><input checked="" type="checkbox"/> Information Security Engineering <input checked="" type="checkbox"/> System Engineering</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p>Summary Statement (Briefly describe the position's organizational setting and major functions):</p> <p>Under the general direction of the Information Technology Manager I, the Infrastructure Technology Specialist II functions as the lead technical authority for the CalHEERS Technical Services organization. The incumbent provides enterprise-level technical leadership and oversight of complex technology operations, system integrations, modernization initiatives, and strategic technology planning supporting CalHEERS and related Covered California technology programs. The position leads and directs the activities of technical contractor resources and provides technical governance across multiple technology domains, including application integrations, cloud services, Salesforce platforms, Contact Center technologies, enterprise data services, cybersecurity compliance, and production operations.</p> <p>The Infrastructure Technology Specialist II is responsible for translating business and operational objectives into technical solutions; directing complex technical analyses and research efforts; overseeing vendor performance; managing technical risks and dependencies; and ensuring the reliability, security, and continuous improvement of critical enterprise systems. The incumbent serves as a senior technical advisor to management and stakeholders and provides leadership for emerging technology initiatives, enterprise architecture considerations, and modernization efforts, including artificial intelligence-enabled capabilities. Duties require access to systems containing federal tax information (FTI), protected health information (PHI), personally identifiable information (PII), and other confidential or sensitive information.</p> |                                                                                                                                                                                                                                                                                                                                                                                                           |
| Percentage of<br>Duties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Essential Functions                                                                                                                                                                                                                                                                                                                                                                                       |
| 35%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p><b>Technical Leadership, Governance, and Contractor Oversight</b></p> <p>Serve as the technical lead for the CalHEERS Technical Services organization and provide leadership, coordination, and oversight of contractor resources supporting enterprise technology operations, system integrations, modernization initiatives, and production support activities. Assign, prioritize, monitor, and</p> |

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|                      | review technical work products to ensure alignment with program objectives, project schedules, operational commitments, and organizational standards. Lead technical governance activities, facilitate technical decision making, identify and mitigate risks, resolve complex technical issues, and provide recommendations to management regarding technology strategy, resource utilization, operational readiness, and solution delivery. Act as a senior technical advisor to executive leadership, project teams, vendors, and stakeholders while representing the technical organization in governance forums, project planning activities, operational reviews, and strategic initiatives.                                                                                                                                                                                                                                                       |
| 15%                  | <b>Enterprise Technology Operations and Vendor Management</b><br>Provide oversight and coordination of complex enterprise technology operations supporting CalHEERS and associated technology solutions. Lead evaluation and implementation of system enhancements, interface changes, production support activities, operational improvements, and technology service requests. Coordinate and oversee vendor and System Integrator activities to ensure compliance with contractual obligations, technical requirements, service levels, and organizational standards. Collaborate with infrastructure, security, development, testing, operations, and business teams to ensure continuity of service, resolution of production issues, and successful delivery of technology solutions. Monitor operational performance metrics and recommend improvements to enhance system reliability, availability, maintainability, and operational efficiency. |
| 15%                  | <b>Strategic Planning, Architecture, and Modernization</b><br>Lead technical research, analysis, and strategic planning activities supporting the evolution of the CalHEERS technology environment and enterprise architecture. Evaluate emerging technologies, industry best practices, cloud-based solutions, automation opportunities, and artificial intelligence capabilities to support organizational goals and modernization efforts. Develop technical recommendations, implementation strategies, and roadmap considerations that improve scalability, maintainability, operational efficiency, and service delivery. Collaborate with program leadership and technical stakeholders to establish future-state technology solutions and ensure alignment between technology investments and business priorities.                                                                                                                               |
| 15%                  | <b>Enterprise Platform Leadership and Solution Delivery</b><br>Provide technical leadership and oversight for Salesforce-based solutions and other enterprise technology platforms, including but not limited to the Enroller Portal, Salesforce Marketing Cloud (SFMC), Contact Center technologies, HBX/FPACT-related technology initiatives, and associated integrated systems. Coordinate technical support activities, enhancement planning, vendor engagement, release readiness activities, and integration efforts across multiple technology domains. Evaluate business and operational requirements, provide technical guidance, and ensure solutions align with enterprise architecture standards, operational objectives, and strategic program goals. Facilitate collaboration among business, technical, vendor, and project stakeholders to support successful solution delivery and ongoing operations.                                  |
| 15%                  | <b>Security, Compliance, and Data Governance</b><br>Lead technical activities related to cybersecurity, privacy, compliance, and enterprise data governance requirements affecting CalHEERS and associated technology platforms. Collaborate with security personnel, auditors, project teams, vendors, and stakeholders to support vulnerability management, flaw remediation efforts, system assessments, audit activities, and implementation of security controls. Evaluate technical solutions, operational processes, and technology implementations to ensure compliance with federal, state, departmental, and organizational requirements. Support governance activities involving Federal Tax Information (FTI), Personally Identifiable Information (PII), Protected Health Information (PHI), and other confidential information while promoting secure, compliant, and sustainable technology operations.                                   |
| Percentage of Duties | Marginal Functions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 5%                   | Perform other duties as assigned.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

#### 4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

|                               |                                                        |
|-------------------------------|--------------------------------------------------------|
| Standing: Infrequent (7-12%)  | Sitting: Frequent (51-75%)                             |
| Walking: Occasional (13-25%)  | Temperature: Temperature Controlled Office Environment |
| Lighting: Artificial Lighting | Pushing/Pulling: Not Applicable                        |
| Lifting: Not Applicable       | Bending/Stooping: Not Applicable                       |

|                                                                                                                                                                                                                                                                                                                                                                                     |                     |               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------|
| Other: <i>Click here to enter text.</i>                                                                                                                                                                                                                                                                                                                                             |                     |               |
| Type of Environment:    a. Cubicle    b. N/A                                                                                                                                                                                                                                                                                                                                        |                     |               |
| Interaction with Public:    a. N/A    b. Select    c. Select.                                                                                                                                                                                                                                                                                                                       |                     |               |
| <b>5. SUPERVISION</b>                                                                                                                                                                                                                                                                                                                                                               |                     |               |
| Supervision Exercised (e.g., <i>Directly – 1 Information Technology Supervisor II; Indirectly – 5 Information Technology Associates</i> )<br><i>Directly: None</i>                                                                                                                                                                                                                  |                     |               |
| <b>6. SIGNATURES</b>                                                                                                                                                                                                                                                                                                                                                                |                     |               |
| <b>Employee's Statement:</b><br>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Duty Statement and can perform the duties outlined above without a Reasonable Accommodation.                                                                                                                      |                     |               |
| Employee's Name (Print)                                                                                                                                                                                                                                                                                                                                                             |                     |               |
| Employee's Signature                                                                                                                                                                                                                                                                                                                                                                |                     | Date          |
| <b>Supervisor's Statement:</b><br>I have reviewed the duties and responsibilities of this position and have provided a copy of the Duty Statement to the Employee.                                                                                                                                                                                                                  |                     |               |
| Supervisor's Name (Print)                                                                                                                                                                                                                                                                                                                                                           |                     |               |
| Supervisor's Signature                                                                                                                                                                                                                                                                                                                                                              |                     | Date          |
| <b>7. HRD USE ONLY</b>                                                                                                                                                                                                                                                                                                                                                              |                     |               |
| <b>Human Resources Division Approval</b>                                                                                                                                                                                                                                                                                                                                            |                     |               |
| <input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.<br><input type="checkbox"/> Exceptional allocation, 625 on file.                                                                                                                                                                                                                     | HR Analyst initials | Date approved |
|                                                                                                                                                                                                                                                                                                                                                                                     | CR                  | 9/2/2026      |
| <b>Reasonable Accommodation Unit use ONLY</b> ( <i>completed after appointment, if needed</i> )<br>* If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation form and submit to Human Resource Division (HRD), Reasonable Accommodation Coordinator.<br><br>List any Reasonable Accommodations Made:<br><i>Click here to enter text.</i> |                     |               |

- \*\* AFTER SIGNATURES ARE OBTAINED:**
- SEND THE ORIGINAL DUTY STATEMENT TO HRD TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)
  - PROVIDE A COPY TO THE EMPLOYEE
  - FILE A COPY IN THE SUPERVISOR'S DROP FILE