

DUTY STATEMENT

Employee Name:	Position Number: 580-150-1414-037
Classification: Information Technology Specialist II (Software Engineering)	Tenure/Time Base: Permanent/Full Time
Working Title: Enterprise Products Systems Lead	Work Location: 1616 Capitol Ave, Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Enterprise Platform Services Branch / Enterprise DevOps Section 1

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating customer-focused solutions that are responsive and agile, supporting a modern infrastructure, tools, architecture, and standards to effectively provide efficient services following service-level agreements. The Information Technology Services Division (ITSD) leverages data and technology to create sustainability across CDPH by creating efficient solutions that meet customer expectations and reduce waste, as well as creating innovative solutions, strengthening partnerships and collaborations, and embracing technology.

The incumbent works under the general direction of the Information Technology Manager I (ITM I) of the

DevOps Section 1. The Information Technology Specialist II (ITS II) provides leadership and technical expertise for enterprise cloud-based services. The ITS II independently works on assignments and performs a wide variety of tasks requiring innovative planning and problem solving. The ITS II provides management with development and support in enterprise strategy, policy, adoption, architecture, and maintenance of enterprise-scale solutions, accounting for all aspects of mission-critical products, systems, and applications through their full lifecycle. The ITS II routinely conducts customer outreach and service support for a large volume of public health stakeholders. The ITS II works as a systems engineer and software engineer teams leader on enterprise-scale systems assignments.

The ITS II will perform duties in the Software Engineering, System Engineering, Information Technology Project Management, and Information Security Engineering domains.

Special Requirements

- ☒ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Limited travel (approximately 5%), primarily to Richmond, CA
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 25% Maintains expert working knowledge of industry technologies, best practices, and trends; and makes recommendations to management on the adoption of new tools, platforms, processes, and procedures to improve operational efficiencies. Designs, configures, and manages standards of requirements for project plans for information technology projects, while ensuring adherence to budget, schedule, and scope. Reviews software architecture and makes recommendations regarding technical and operational feasibility. Conducts security analyses and reports statuses to leadership; performs risk assessments and recommends information technology solutions on CDPH information security processes; analyzes incident-related data and determines the appropriate response; and develops implementation plans including cost-benefit or return on investments. Writes technical documentation/end-user training of complex systems, processes, and procedures with sufficient detail to enable other technical staff to support and maintain systems. Provides high-level technical expertise, leadership, communication, and mentoring support to project team members, technical staff, vendor consultants, and program customers aligning with technological modernization strategies in support of CDPH programs.
- 20% Supports all aspects of product, system, application, and customer engagement for web-based applications. Addresses all tiers and full lifecycle of solutions using a broad range of highly technical skills to support enterprise-scale applications in multiple data centers that have a significant impact on business operations and in public health statewide. Provides oversight for application, script, markup, application framework, application programming interfaces, data models, data access, and databases. Identifies and enforces best practices in accordance with industry, legal, and product support. Aids administrators of, and may administer, enterprise scale commercial, modified commercial or cloud products, systems and applications at the

subject-matter-expert level. Systems may be commercial, modified commercial, cloud, or custom solutions. Plans, installs, configures, develops, tests, and troubleshoots enterprise products or applications with appropriate planning to allow for delegation and distribution of management functions. Properly configures and maintains auditing and access controls that includes system scans for compliance and security issues, proactively minimizing issues, and routinely monitoring and taking corrective action to minimize department risk. Plans and conducts disaster-recovery operations. Addresses all aspects of product, systems, application, and user-experience development and maintenance. Plans and maintains technical support and escalation services for enterprise availability and stability. Develops test plans and executes integration, regression, performance, capacity, and acceptance testing based on use cases or system operations validation cases. Ensures industry, State, and Department requirements regarding information technology (IT) assets are adhered to for solutions that serve the public, business partners, and employees of the organization in an efficient and effective manner. Facilitates walkthroughs of product architectures, systems, applications, and maintenance activities for various teams and stakeholders advancing knowledge of support needs.

- 20% Maintains consistency as a database administrator or oversight for junior team members with developing and applying standards. Alleviates system-level workload for application database developers. Performs database design, development, and maintenance for applications and products. Recommends and applies best practices for installation, configuration, security management, performance tuning, capacity planning, and maintenance as an application database developer for transaction, reporting systems, and databases. Identifies data export, import, transformation, and extraction architectures involving large and highly confidential data sets. Develops maintenance plans based on requirements.
- 20% Leads all aspects of enterprise systems that includes application, data, project management, and highest-level security environments. Addresses complex problems; and works independently as a technical specialist while reporting project status, issues, resource, and incident information to management and fellow teams. Identifies requirements, feasibility, architecture, configuration, specifications for upgrades, new services, migration of systems, and new systems. Analyzes and administratively supports customer engagement to evaluate business-use scenarios, benefits, and risks. Routinely supports user adoption of solutions, conducts market research, and makes recommendations regarding technology upgrade, replacement, or addition. Consults with customers, vendors, management, and technical teams at all levels on products, systems, data, and applications. Organizes workload and reports to management, team members, and project managers on priorities, issues, root-cause assessments, change management, release management, resourcing, licensing, capacity, and other support activities.
- 10% Develops and maintains governance, service agreements, procedures, recommendations, policies, standards, guidelines, licensing, cost, architecture, configuration, installation, inventory, and training for environments and customers. Maintains documents and source code in version or source control repositories used by support teams. Develops scopes of work, technical requirements for scopes of work, and aids in evaluation of vendors by leveraging resources to provide support for projects. Uses communication, education, and technical skills in operational aspects for planning, budget, project management, reporting, procurement, contract, policy, training, change management, incident management, troubleshooting, root-cause analysis, systems analysis, requirements gathering, cost-benefit evaluation, design, testing, customer on-boarding, and service desk. Consults or leads junior staff on the more complex systems, products, and applications. Provides consult to other teams and customers. Serves as a mentor ensuring succession planning is addressed efficiently.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as assigned.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: EHerndobler

Date: 2/27/25