

DUTY STATEMENT

ASD 046 (REV. 09/2026)

Type of Duty Statement: Current & Proposed**Revision Date:** 10/01/2026**1. Position Information****A. Employee Name:****B. Position Number:**

817-433-1402-044

C. CBID:

R01

D. WWG:

E

E. Effective Date:**F. Classification Title:**

Information Technology Specialist I

G. Working Title:

UX/UI Designer

H. Division:

Technology Services

I. Branch/Section/Unit:

Development & Test/Innovative Design/Design Solutions

2. POSITION REQUIREMENTS**Special Requirement:** Check All that Apply

- ☐ Bilingual Fluency (Non-English Language) - Specify Below
- ☒ Background Check Requirements
- ☐ Other - Specify Below

A. Special Requirements Description, as applicable:

N/A

B. Conflict of Interest Required (Gov. Code 87300, et seq.)?☐ Yes☒ No

This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

3. SUPERVISION**A. Supervision Received:**

The incumbent reports directly to the Information Technology Supervisor II in the Design Solutions Unit.

4. DUTIES AND RESPONSIBILITIES OF THE POSITION							
CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS							
This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.							
GENERAL STATEMENT							
Under direction of the Information Technology Supervisor II (IT Sup II), the Information Technology Specialist I (ITS I) serves as a UX/UI Designer in the Design Solutions Unit, Innovative Design Section, Development & Test Branch within the Technology Services Division (TSD). The incumbent applies human-centered design principles and design thinking methodologies, in alignment with TSD's Agile Software Development processes and procedures, to support the development and enhancement of software applications used by the Department of Child Support Services (DCSS), Local Child Support Agencies (LCSAs) and child support customers.							
A. Percentage of Time Performing Duties	B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%).						
ESSENTIAL FUNCTIONS							
IT Domain: <i>Check All That Apply</i>	FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY <table border="0"> <tr> <td>☐ Business Technology Mgmt.</td> <td>☒ Software Engineering</td> </tr> <tr> <td>☐ IT Project Mgmt.</td> <td>☒ System Engineering</td> </tr> <tr> <td>☐ Information Security</td> <td>☐ Client Services</td> </tr> </table>	☐ Business Technology Mgmt.	☒ Software Engineering	☐ IT Project Mgmt.	☒ System Engineering	☐ Information Security	☐ Client Services
☐ Business Technology Mgmt.	☒ Software Engineering						
☐ IT Project Mgmt.	☒ System Engineering						
☐ Information Security	☐ Client Services						
25 %	Practice and promote a human-centered design thinking mindset focused on solutions rather than problems in our DCSS Agile environment. Lead and participate in research and design sessions that focus on a given challenge with the goal of producing a working prototype and design specifications that comply with accessibility standards. Lead and participate in design sprints to solve design challenges through analysis, systematic design, rapid and iterative prototyping, and usability testing. Collaborate with users, subject matter experts, and system architects throughout the process to determine the best design solution.						

25 %	Plan and execute user research activities, such as interviews and data analysis, to gain insight into current user experiences and challenges. Review existing system and business documentation, assess system functionality and conduct code research. Identify and prioritize design opportunities in preparation for a design sprint. Analyze research data and synthesize findings into actionable insights for product design and development. Collaborate with product owners, business representatives, technical subject matter experts, system users, and delivery teams to integrate user research and advocate for the user's needs throughout the Agile development life cycle. Update system design artifacts as needed. Conduct post-release research to inform future iterations and planning.
25 %	Create visual and functional prototypes that represent the desired design solution using tools and programming languages such as Figma, HyperText Markup Language, Cascading Style Sheets, JavaScript, and Adobe Creative Cloud. Use prototypes to gather stakeholder feedback and conduct usability testing to validate design solutions. Provide insight on solution proposals and seek input from business representatives and Agile teams. Support delivery teams by participating in refinements, responding to questions and concerns, and assisting with front-end development. Develop and maintain scalable, reusable Design Systems. Create graphics and maintain design artifacts.

10 %	Participate in new demand and feature review sessions to assess potential user impacts. Collaborate with system and applications architects to evaluate new features, identify impacted areas or domains, and provide insights into technical downstream impacts or constraints. Ensure proposed design solutions align with system architecture, adhere to established standards, and contribute to the development of new standards when appropriate. Identify design opportunities and recommend effective design approaches for new features. Work with product owners and business stakeholders to ensure design solutions meet business requirements and comply with State and Federal policies and guidelines. Represent the IT Applications Branch on special teams and projects, perform special assignments, attend meetings and serve as a backup for peers as needed.
10 %	Provide excellent customer service and communicate effectively with a wide range of technical and non-technical stakeholders across all levels of DCSS, as well as contractors, vendors, and external partners, including other state and federal agencies. Foster a culture of creativity and innovation by encouraging new ideas, exploring emerging technologies, and promoting continuous improvement. Collaborate across teams to inspire and implement forward-thinking solutions that enhance user experience and align with organizational goals. Foster a collaborative learning environment by mentoring team members, sharing design best practices, and facilitating knowledge transfer sessions. Demonstrate initiative and enthusiasm in driving positive change and contributing to a modern, innovative IT environment.

MARGINAL FUNCTIONS

5 %	Proactively pursue ongoing professional development to maintain and enhance the knowledge, skills, and abilities required at the Information Technology Specialist I level. Stay informed on emerging technologies, modern design tools, and evolving industry practices to deliver innovative, human-centered solutions. Continuously explore new design trends to advance DCSS systems. Demonstrate a commitment to learning and
100 %	TOTAL

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

☐ Office Centered

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

☒ Remote Centered

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

Child Support Enforcement has critical timelines and political and financial ramifications. Poor participation, judgment, and decisions can adversely affect the success of the Child Support program. Failure to identify risks and issues in a timely manner could result in slippages in schedule and increased costs. Poor communication and coordination can adversely affect the Child Support program and the children of California.

The incumbent is responsible for individual decisions and actions. As a subject matter expert, this level is responsible for actions that could have a serious detrimental effect on the operating efficiency of the undertaking or function. Consequence of error may result in loss of data, user dissatisfaction, and impact to the organization, project, or work unit, and related support units. Consequences include operational down time, loss of business continuity, and poor customer service and performance.

B. Personal Contacts:

The incumbent has contact with the Branch Chief, Managers, Supervisors, DCSS and LCSAs staff, State of California staff, other governmental agencies, contractors, interface partners, and vendors.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: ☐ **Yes** ☐ **No**

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 notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	