

DUTY STATEMENT

Employee Name:	Position Number: 580-155-1414-010
Classification: Information Technology Specialist II (System Engineering)	Tenure/Time Base: Permanent/Full Time
Working Title: CDPH Laboratory Support Lead	Work Location: 850 Marina Bay Parkway, Richmond, CA 94804-6403
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): No
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Data Center Operations & Services Branch / Richmond Operations Services Section

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 and supports the California Department of Public Health's mission by delivering advanced technical expertise in virtual desktop infrastructure, cloud platforms, and laboratory application hosting. In this role, the Information Technology Specialist II (ITS II) independently performs expert-level engineering, configuration, and lifecycle support for laboratory applications deployed in CDPH's virtual, on-premises, and cloud environments. Responsibilities include developing secure virtual desktop templates, administering identity and access management controls, monitoring and optimizing systems, producing technical documentation, coordinating SCCM/MECM deployment workflows, and mentoring technical staff. The position also collaborates closely with laboratory programs, IT teams, and external partners to integrate modern technologies, enhance security, and ensure reliable and efficient laboratory system operations aligned with CDPH's modernization strategies, and leverages AI tools including GenAI, AI, Machine Learning, and automation applications and services supplied by the Department to streamline the complete IT project management lifecycle.

The ITS II will perform duties in the System Engineering, IT Project Management, and Client Services domains.

Special Requirements

- ☒ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Up to 20% travel to remote CDPH program laboratories and specialized laboratory sites may be required, including occasional overnight stays.
- ☐ 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; 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; 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.
- 25% Leads administration and lifecycle support for laboratory applications in CDPH virtual, cloud, and hybrid environments. Provides expert server infrastructure and cloud platforms support, for

laboratory workloads. Develops secure virtual desktop templates and automation scripts for streamlined deployment. Oversees SCCM/MECM packaging, deployment, compliance management, and troubleshooting. Ensures uptime, performance, and security for laboratory workloads through configuration management, patching, and release processes. Supports SCCM operations, M365 Cloud PC, and coordinates hardware and software design and implementation for RLC Labs. Provides mentoring to technical staff on virtualization, deployment standards, and cloud best practices.

20% Ensures secure data integration with external partners by applying CDPH data governance standards and approved exchange methods while also monitoring and optimizing systems that support laboratory applications to maintain stability, reliability, and secure operation. Responsibilities include analyzing audit logs and security events to identify and resolve issues; designing and managing role-based access controls for laboratory systems; administering Azure identity and access management for accounts, groups, conditional access policies, and privilege enforcement; and researching, documenting, and applying secure configuration best practices across laboratory and cloud environments. Provides mentoring and guidance to staff involved in system monitoring, identity governance, and security operations to strengthen operational consistency and team capability.

20% Works closely and collaborates with the Richmond Labs Solutions Architect to serve as expert technical resource and project lead for CDPH desktop modernization initiatives and remote laboratory modernization efforts, and conducts statewide laboratory site visits to remote CDPH program laboratories and specialized laboratory sites to assess operational needs, troubleshoot highly complex application and infrastructure issues, and architect on-site solutions supporting laboratory workflows. Provides expert leadership in the design, implementation, and continuous improvement of remote laboratory technologies, including identity and access management for remote lab vendors to ensure secure and compliant connectivity. Evaluates emerging technologies, prepares recommendations, and communicates technical solutions to stakeholders. Produces engineering specifications, documentation, and technical guidance supporting departmentwide modernization activities. Applies expert knowledge of desktop platforms, endpoint management, virtualization, and industry standards to solve complex business and technical challenges. Works collaboratively with laboratory staff, IT teams, external partners, and remote laboratory vendors to align desktop, laboratory, and remote-access technologies with CDPH objectives. Leads integration of new solutions with virtual machine environments, Endpoint configuration and management tools for workflow deployment, deployment workflows, cloud infrastructure, and secure remote-access frameworks. Provides mentoring, guidance, and technical leadership to staff on modernization strategies, solution adoption, and implementation best practices.

Leverages AI tools including GenAI, AI, Machine Learning, and automation applications and services supplied by the Department to streamline the complete IT project management lifecycle. Ensures a consistent baseline of gained efficiencies, quality and consistency of work. Identifies opportunities to streamline business processes where the introduction of AI or automation would improve business outcomes.

5% Creates technical documentation, procurement materials, system specifications, testing results, and design artifacts supporting laboratory and virtual environments. Defines project scope, deliverables, timelines, and budget requirements for laboratory technology initiatives. Provides cross-training to technical staff to ensure continuity of operations, shared knowledge of laboratory and virtual infrastructure processes, and consistent implementation of standards

across teams.

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: J.A.

Date: Oct 26