

DUTY STATEMENT

Position Details:

RPA Number:
Effective Date:
Employee Name:
Position Number (Agency-Unit-Class-Serial):
Division/Unit: Division of Technology and Innovation / Software Development / DevOps
Class Title: Information Technology Associate

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers, and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully, and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

Under the direction of the Information Technology Supervisor II, the incumbent will perform a wide variety of tasks requiring regular innovative problem-solving. The scope typically includes system software projects that involve planning, developing, and implementing technological solutions that are essential to the missions of the overall organization. Most of the duties fall under the Software Engineering domain per the classification specification.

Percentage of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
40%	<u>ESSENTIAL FUNCTIONS</u> Software Development • Analyze, design, develop, test, release, maintain, and enhance complex custom software applications using the full software development lifecycle (SDLC). • Build and maintain full-stack web applications using ASP.NET, .NET Core, MVC, C#, HTML, CSS/CSS frameworks, JavaScript, and jQuery. • Use Azure DevOps Git for source control, versioning, branching, merging, pull requests, and maintaining clean and traceable code history as part of SDLC. • Use Visual Studio as the primary development environment and SSMS for SQL database administration, query development, and troubleshooting. • Implement database-driven features using SQL, database design principles, Entity Framework, and LINQ. • Develop automated scripted processes, including PowerShell and other automation scripts. • Coordinate with users, administrators, and engineers to define and refine requirements. • Translate business specifications into integrated enterprise web applications that automate business processes. • Recommend and implement enterprise standards, including coding standards. • Provide technical support for testing, performance analysis, data interfaces, constraints, documentation, and user instructions. • Implement and maintain integrations with third-party systems such as DocuSign, identity services.

35%	Business Needs Analysis and Documentation • Perform requirements gathering, business analysis, and documentation for applications, databases, and system enhancements. • Research existing systems and workflows to identify automation opportunities. • Meet with business staff and technical teams to define data models, workflow needs, and system requirements. • Prepare system specifications, project plans, data flow diagrams, and documentation. • Develop test plans, user guides, and status reports. • Maintain project artifacts in the software development collaboration site. • Participate in Joint Application Design (JAD) sessions — structured collaborative workshops for gathering requirements. • Review, monitor, and facilitate change requests. • Participate in Agile/Scrum activities including sprints, standups, retrospectives.
20%	System Maintenance and Review Deliverables • Troubleshoot, analyze, debug, and test existing systems including applications, data processes, and interfaces. • Review deliverables from peers and contractors and provide recommendations in line with industry best practices. • Validate system requirements and alignment with business needs. • Functional test the deliverables and coordinate with the business users for acceptance. • Manage application releases and hotfixes through Azure DevOps Git repositories, ensuring proper version control and traceability.
5%	<u>MARGINAL FUNCTIONS</u> • Perform other job-related duties as assigned. • Assist with research and evaluation of new technologies and tools. • Participate in cross-unit technical initiatives. • Support internal technical workshops and demonstrations.

Knowledge and Abilities:

Knowledge of:

- System design, SDLC, Agile/Scrum methodologies.
- ASP.NET, .NET Core, MVC.
- C#, HTML, CSS, JavaScript, jQuery.

- SQL, SSMS, database design, Entity Framework, LINQ.
- Git repository management via Azure DevOps or equivalent.
- Visual Studio and Windows OS.
- API integration.

Ability to:

- Analyze complex information and draw logical conclusions.
- Develop effective solutions using structured system design.
- Troubleshoot hardware, software, and database issues.
- Establish and maintain effective working relationships.
- Communicate clearly with technical and non-technical staff.
- Handle multiple priorities concurrently.
- Document system requirements and technical specifications.
- Apply modern development tools and best practices.

Interpersonal Skills:

- Demonstrate excellent interpersonal skills with all levels of staff.
- Maintain a work environment free from discrimination and harassment.
- Maintain good work habits and comply with policies.
- Obtain and maintain fingerprint clearance.

Desirable Qualifications:

- Experience with C#, ASP.NET, .NET Core, MVC.
- Skill in SQL, SSMS, database design and query writing.
- Experience with Entity Framework and LINQ.
- Front-end development using HTML, CSS, CSS frameworks, JavaScript, jQuery.
- Experience with Visual Studio and Windows OS environments.
- Experience using Azure DevOps Git or equivalent for source control, code review workflows, and DevOps collaboration.
- Proficiency with scripting.
- Strong analytical and problem-solving abilities.
- Clear communication skills to interact with technical and non-technical users.
- Ability to use modern agentic AI tools for solving business problems.

Work Environment, Physical or Mental Abilities

Work Environment:

- Requires use of telephone and frequent contact with employees and public contact
- Requires mobility to various areas of the Commission
- Work business hours of 8:00 a.m. to 5:00 p.m.

Physical Ability:

- Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation

Mental Ability:

- Ability to communicate clearly and tactfully, read and follow written and oral instructions, and to change tasks and work with multiple task assignments

Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Personal Contacts:

Has daily contact with Commission management and staff.

Level of Responsibility – Actions and Consequences

Incumbent performs a variety of tasks in connection with the analysis, development, installation, implementation, procurement, or support of information technology systems, multifunction automated office systems, microcomputer systems, and teleprocessing networks and/or systems. Work is subject to periodic review and contact with the public is moderate. The consequence of errors is significant.

MANAGER/SUPERVISOR STATEMENT:

I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

Manager/Supervisor Name (Print)	Manager/Supervisor Signature	Date

EMPLOYEE STATEMENT:

I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

Employee Name (Print)	Employee Signature	Date