State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE:	CLASSIFICATION: Information Technology Specialist I WORKING TITLE: Solution Specialist	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Office of Policy & Administration/ Information Technology/ Technology Strategy & Business Solutions/ Digital Services & Innovation	POSITION NUMBER: 163-169-1402-002 (11418)	CBID: R01
TENURE: Permanent	TIME BASE: Full-Time	WORK WEEK GROUP: E
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: ☐ 6 Mos. ☒ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Information Technology Manager I	CONFLICT OF INTEREST CATEGORY: ☐ Yes ☒ No	DMV PULL PROGRAM: ☐ Yes ☒ No

1. SUPERVISION RECEIVED:
   The Information Technology Specialist I (ITS I), Solution Specialist, is under the direction of the Information Technology (IT) Manager I.

2. SUPERVISION EXERCISED:
   None.

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):
   The incumbent works in an office setting with artificial light and temperature control. The incumbent will work a minimum of 40 hours per week, with possible overtime in the event of an emergency. Work may be required during non-normal production hours.

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
   Incumbent works with various entities and key stakeholders throughout the state, comprised of federal, state, and local agencies, the general public, and special interest groups. This position is also responsible for establishing and maintaining working relationships with the California Governor's Office of Emergency Services (Cal OES) executive staff, as well as all branches within the department.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
   Failure to effectively perform the duties of the position could result in wasted time, inconvenience to stakeholders, waste of money, and health and safety concerns. Additionally, could result in the inability to respond timely to and recover from emergencies. The effects could threaten life and property within the State of California.

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
   When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:

   May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or

(CONTINUED)- EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers). May be required to participate in emergency drills, training, and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:
Under the direction of the IT Manager I, the ITS I, Solution Specialist, plays a key role within the Digital Services and Innovation Unit in aligning Cal OES' strategic goals and objectives with decisions regarding IT products and services, partners and vendors, capabilities, and key business and IT initiatives.

As a Solution Specialist at Cal OES, the incumbent will have a unique opportunity to shape the solutions engineering team, digital solutions, solutions engineering practices, and innovation capabilities. The ITS I will liaise between customers and cross-functional internal teams, ensure the timely and successful delivery of customer-centric innovative IT digital solutions according to customer needs, and focus on improving the entire customer experience. Work with Cal OES and various stakeholder groups, using design-thinking strategies to develop user-oriented engineering (human-centered) digital solutions using cloud-first design.

The incumbent will leverage rapid/agile development frameworks to implement innovative solutions that support enterprise operations and business needs. Within Digital Services and Innovation, identify opportunities to modernize business processes, enhance digital services, automate work, and leverage emerging technologies. Work closely with business, data, and solution architects and project managers to understand requirements and deliver scalable, user-centered solutions.

Support the solution and software engineering teams in designing and providing services for business process automation (BPA) solutions, user experience, and accessibility compliance. The incumbent will develop and make effective presentations to a wide audience range as needed. The ITS I will perform duties related to software and systems development, support, and maintenance, including, but not limited to: architecture and solution development and software integration. Evaluate and recommend vendor software solutions and/or packages that support business needs, digital transformation, innovation, and enterprise technology strategies.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
35%	Solutions Engineering Develop and implement IT solutions by making sound judgments and decisions; working collaboratively with business programs to quickly analyze and develop alternative solutions in support of business requirements and needs. Provide technical support between the solution engineers, technical IT staff, and the applicable business areas. Partner with the business and solutioning teams to influence product strategy and provide support through digital innovation, critical thinking, collaboration, human centered design, and operational excellence. Responsible for assessing solutioning options, leading in making technical decisions, and providing a strategic roadmap. Identify opportunities to leverage digital technologies, automation, integration, and innovative approaches to improve business processes, service delivery, and the user experience. Be responsible for and support activities such as solutions maintenance, workflow management, customizations, database configuration, user security, and system performance. Develop, implement, and support data integration with state systems like the State Controller's Office (SCO), the Financial Information System for California (FI$CAL), the Examination and Certification Online System (ECOS), the Learning Management System (LMS), and Cal OES internal business systems. Lead in the analysis and solving of business problems utilizing Commercial Off-the-Shelf (COTS)/Modified Off-the-Shelf (MOTS)/Software as a Service (SaaS) technology such as Salesforce, Workday, Servicenow, Microsoft (MS) Power Platform, SmartSheets, Tableau, MS Power BI, DocuSign, Adobe, etc. Take the lead on understanding customer needs and technical challenges to design, demonstrate, and present innovative solutions that unlock business-level gains. Provide support for designing and implementing cloud base solutions by applying a human-centric thinking approach to understand the problem and to establish the important criteria and constraints to develop the design solution for business problems.
35%	Solution Development and Support Gather and document software solution specifications and requirements from various sources to facilitate solution design in accordance with business needs. Will monitor and review software development activities to ensure compliance with specifications, requirements, and standards. Adhere to software development standards and best practices. Analyze current technologies used within Cal OES and develop steps and processes to for continuous improvement and modernization of existing solutions, workflows, and digital services to improve efficiency, usability, accessibility, reliability, and customer experience. Ensure solutions comply with operational processes and policies related to solution design and implementation. Lead, identify, discover, and resolve production and business user issues. Independently troubleshoot, provide guidance, and sound solutions to business partners. Establish and document best practices to ensure efficiency and continuously improve customer experience. Serve as product expert with deep understanding of line of business use cases.

15%	Agile/SCRUM and Development Operations (DevOps) approach to solution engineering Provide detailed specifications for proposed solutions including time and scope involved; work alongside Agile/SCRUM and project management teams to successfully monitor the progress and implementation of solutions. Assists with planning and coordinating the implementation of complex IT solutions and strive to continuously improve DevOps processes to ensure that technology solutions are delivered efficiently and consistently. Apply IT Service Management methods and practices and, follow the change and release management processes. Evaluate the products, services, or new tools that support solution enhancement and new project initiatives. Work with stakeholder groups, using design-thinking strategies, to develop user-oriented engineering solutions and translate emerging ideas and business needs into practical, scalable digital solutions.
10%	Technology Research, Planning, and Mentoring Conduct research, analysis, and make recommendations about emerging technologies, digital services, software enhancements, automation, systems, and tools in support of operational improvements. Maintain knowledge of industry and enterprise architecture trends, best practices, and research emerging methodologies to support the most complex Cal OES IT-related projects. Works collaboratively with enterprise architects and solution architects to research, define, and lead joint efforts to recommend solutions to automate business processes or improve existing business processes and information systems. Develop and support solution engineering best practices by standardizing market research methods for novel ideas and insights. Consult and advise management on implementation standards and best practices on new tools and technologies. Provide technical training, mentoring, and knowledge transfer to staff on all aspects of solution architecture, design, and implementation.
Percent of Time	MARGINAL FUNCTIONS
5%	Other Job-Related Duties as Required The incumbent will perform other job-related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not be limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, Empower time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and attendance at staff meetings.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	☐	☐	☐	☐	☒
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☐	☐	☒
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☐	☐	☒	☐
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☐	☐	☒	☐
SITTING: At a computer terminal or desk; conferring with employees.	☐	☐	☐	☐	☒
STANDING:	☐	☐	☒	☐	☐
BALANCING:	☐	☐	☒	☐	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☐	☐	☐	☒
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☐	☒
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	☐	☐	☐	☐	☒
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
KEYING: Pushing buttons on telephone; typing; copying.	☐	☐	☐	☐	☒
REACHING: Answering phones.	☐	☐	☒	☐	☐

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
CARRYING: Distributing mail; reports; stocking supplies.	☐	☒	☐	☐	☐
CLIMBING: Stairs	☐	☒	☐	☐	☐
BENDING AT WAIST:	☐	☒	☐	☐	☐
KNEELING:	☐	☒	☐	☐	☐
PUSHING OR PULLING:	☐	☒	☐	☐	☐
HANDLING: Documents, manuals	☐	☐	☒	☐	☐
DRIVING:	☐	☒	☐	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☐	☒
WORKING INDOORS:	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☒	☐	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☐	☐	☐	☐	☒

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

_____ _____

Employee's Signature *Date*

I certify that the above accurately represents the duties of the position:

_____ _____

Supervisor's Signature *Date*

_____

Civil Service Title