



Duty Statement

Classification: **Information Technology Specialist II**

Position Number: **275-811-1414-025**

HCM#: **2970**

Branch/Section: **Information Technology Services Branch / Enterprise Solutions Development Division / Business Application Support Services / Service Innovation Team**

Location: **Sacramento, CA**

Working Title: **Lead Application Architect and Developer**

Effective Date: **October 16, 2026**

Collective Bargaining Identifier (CBID): **R01**

Supervision Exercised: ☐ Yes ☒ No

Telework: ☒ Office-Centered ☐ Remote-Centered ☐ Not Eligible

Information Technology Service Branch (ITSB) provides most, if not all, of the technology services that support the CalPERS lines of business. The organization includes a data center, programming maintenance and development team members, business development including business relations, business process improvement and project and portfolio management. ITSB is committed to providing technical leadership, increased business alignment, talent, transparency, and accountability in support of all the CalPERS strategic business objectives.

The Enterprise Solutions Development Division (ESDD) provides the infrastructure and application services for most of the business functions within CalPERS and its eight Regional Offices. The ESDD collaborates with other divisions to meet the business needs by providing quality, innovative and sustainable services for business continuity. The Business Application Support Services (BASS) section within ESDD is responsible for the business application architecture, design, development, testing, enhancement, and maintenance of commercial off-the-shelf (COTS), modified-off-the-shelf (MOTS) and custom applications and databases to mission critical systems across the CalPERS. The Information Technology Specialist II (IT Spec II) works in the Service Innovation Team (SIT) within BASS.

Under general direction of the Information Technology Manager I (ITM I), the IT Spec II acts as a technical specialist on the more integrated systems software projects, and/or works independently as a high-level expert technical specialist to perform the more difficult tasks that are used to plan, analyze, design, code, implement, maintain, manage, and protect the SIT line of Business/Enterprise systems, which include ServiceNow, Application Innovation (IVR, Dynamics, legacy CalPERS applications), and low/no code solutions.

Essential Functions

Regular and consistent attendance in the office at least three days a week for teamwork, in-person collaboration, personal interactions with members, stakeholders, and other team members, cross-functional communications within CalPERS. In-person collaboration is essential to promote and foster innovation, creativity, and complete engagement by the team. Coordinating work in person allows the teams to stay functional and aligned with the work of others. Being present in the office is essential to allow for immediate accessibility for discussions, questions, mentoring, or strategy sessions between team members.

- 40% Onsite¹ and virtually, serves as the ServiceNow Platform Solutions Architect and technical innovator, defining and owning the platform architecture, roadmap, and technical vision in alignment with enterprise architecture and business goals. Acts as a hands-on technical expert and thought leader who drives innovation, introduces new technologies, processes, and efficiencies, and optimizes the development life cycle. Translates business requirements into scalable, maintainable solution designs and produces architecture diagrams, design documents, and decision records. Evaluates build vs. buy vs. configure decisions, favoring out-of-the-box capabilities to minimize technical debt. Assesses new ServiceNow releases and products and recommends adoption strategies. Provides strategic input on development projects and recommends specific technologies, frameworks, and design patterns. Establishes development standards, coding and naming conventions, and platform best practices, and leads architecture review boards, design reviews, and code reviews. Works closely with quality assurance teams to ensure reliability, security, and performance, and implements testing strategies, including automated testing with ATF, to validate new technologies and features. Fosters synergy among legacy, custom, low-code, and ServiceNow platforms by designing integration architecture (REST, SOAP, IntegrationHub/Flow Designer spokes, and event-driven and asynchronous patterns), including authentication, error handling, and rate limiting. Identifies opportunities for integration, standardization, and interoperability to streamline processes and maximize the value of technology investments.
- 30% Onsite and virtually, serves as cross-functional lead and subject matter expert for complex infrastructure and platform work with ITSB and cloud vendors, ensuring adherence to all security policies, best practices, system testing requirements, and CalPERS release procedures. Defines and enforces security and access control standards, including ACLs, role models, SSO/SAML/OAuth, and data protection. Oversees data governance, Common Service Data Model (CSDM) alignment, and data quality and lifecycle design. Oversees MID Server topology. Proposes risk analysis, avoidance strategies, and mitigation steps to ensure uptime and reliability, and reviews application logs. Manages platform health and technical debt through performance monitoring, instance scans, and remediation. Coordinates technical tasks, activities, and validations among team members within ITSB. Ensures compliance with security, audit, and accessibility requirements.
- 10% Onsite and virtually, provides technical leadership to developers, administrators, and business analysts across multiple concurrent workstreams, and leads technical projects in coordination with customers to review and deploy new features and functionality into non-production and production environments. Partners with product owners, process owners, and stakeholders to

prioritize work and manage technical risk. Serves as the escalation point for complex technical issues and production incidents, communicating outages and analysis to customers and leadership. Performs root-cause analysis and defect tracking and maintains a technical historical documentation library. Assists project sponsors, IT senior leadership, and team leaders in preparing recommendations, presentations, and critical decisions.

- 10% Onsite and virtually, leads code review and release sessions to optimize programming and maintain application performance standards. Defines and promotes DevOps practices, including source control (Git), the Application Repository vs. update sets, automated testing, and deployment pipelines. Plans and oversees upgrades, cloning, instance refreshes, and release management across environments, and stabilizes on-premises infrastructure and cloud vendor integrations. Mentors and trains developers, recommends technical training for team members, and builds a culture of quality and continuous improvement.
- 5% Onsite and virtually, researches and reviews industry trends, emerging technologies, and innovation opportunities in software engineering, ServiceNow capabilities (such as Application Engine and Now Experience), cloud services, infrastructure, automation, low code, and backup and recovery. Assesses their potential impact on the organization and stays current with industry standards to maintain a competitive edge.
- 5% Onsite and virtually, performs other duties as assigned and appropriate for this classification.

Working Conditions

- ¹ This position is designated as office-centered and works primarily onsite at the Sacramento, CA - Headquarters at least three weekdays.
- Workstation is located in a standard multi-level office building accessible by stairs and elevator, with artificial light, height-adjustable desk, and adjustable office chair.
- Prolonged reading and typing on a laptop or keyboard and monitor.
- Provides weekend and after-hours coverage as needed.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance.
- Ability to demonstrate punctuality, initiative, and dependability.
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance).
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name (Print):

Employee Signature:_____ **Date:**

I certify that the above accurately represent the duties of the position.

Supervisor Signature:_____ **Date:**