DUTY STATEMENT

☐**CURRENT** ☒**PROPOSED**

RPA Number: HRC0005586	Classification Title: Information Technology Specialist I	Position Number: 835-365-1402-002
Incumbent Name: Vacant	Working Title: Information Technology Specialist I	Effective Date: TBD
Tenure: Permanent	Time Base: Full Time	Intermittent Hours Per Month: N/A
Division/Branch: AFITS/Information Technology Services Branch	Section/Unit: Web and Software Development Section/Web Services Unit	Reporting Location: Sacramento
Supervisor's Name: Hope Bouné	Supervisor's Classification: IT Supervisor II	CBID: R01
Confidential Designation: ☐YES ☒NO	Designated Position for Conflict of Interest: ☒YES ☐NO	Position Telework Eligible: ☒YES ☐NO
Supervision Exercised: ☒None ☐Lead ☐Managerial ☐Supervisory		

Human Resources Use Only:
HR Analyst Approval: **Date:**

General Statement:
This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) 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 department policies and procedures regarding attendance, leave, and conduct.

Position Description:
Under the direction of the IT Supervisor II who manages Web Services Unit, the incumbent acts as a lead in managing CalRecycle's web presence and coordinating and implementing the publishing of web content to the CalRecycle Internet sites, intranet/SharePoint sites, and other web-based services. This involves working in close consultation with many program groups and the Office of Public Affairs to analyze and process their requests to add or modify web content. The incumbent must use their expertise and judgment to ensure the content is incorporated consistently with existing content, as well as implementing federal, state, departmental, and industry standards relating to web site usability, security, and accessibility. Implementing content requests includes using web applicable language skills such as HTML, CSS, JavaScript, and other tools for enhancing website functionality. As a lead, the

incumbent handles the most complex requests, delegates work to other webmaster staff, and provides guidance, coordination, and review. As a technical lead, the incumbent also is responsible for monitoring and analyzing website metrics, keeping abreast of standards and best practices, researching new technologies, and preparing recommendations and proposals to management. Incumbent acts as lead in CalRecycle's software testing activities, developing testing plans, compiling team's analysis and reporting findings to the software unit, and CalRecycle management, of the application and software functionality and accessibility.

The incumbent periodically manages web, training, and other technology projects. In addition, the incumbent acts as application administrator for one or more IT-managed software applications and may participate in or lead a test team in analysis and testing of software applications. The incumbent also develops and delivers technical training to CalRecycle staff, as well as authoring technical documentation for both other IT staff and CalRecycle staff.

Duties of this position fall primarily under the Business Technology Management, Software Engineering, Project Management and Client Services domains.

Essential Functions (including percentage of time):

50% **Website Management and Content Maintenance.** Act as a steward of the CalRecycle websites, ensuring they are user friendly and easy to navigate to improve user engagement/experience. Research, review, and analyze new and emerging web-related technologies, services, and standards that may enhance the unit's ability to provide services to CalRecycle programs and their stakeholders and develop proposals to management for implementation when appropriate. Monitor website usage statistics and other metrics and develop reports assessing usage patterns and making recommendations for improvements. Keep abreast of state and industry standards for applicability to CalRecycle and develop proposals to management regarding implementation. Plan future modifications to websites and lead implementation efforts as directed. As a technical lead for web development, oversee work of webmaster staff, and develop the most complex CalRecycle web pages.

Evaluate incoming service requests and delegate or handle as appropriate, providing direction, coordination, and review as needed for less senior webmaster staff. Advise and consult with requestors and work with Public Affairs to maintain high levels of usability and to ensure that all web content meets established CalRecycle, State, and industry standards for accessibility. Provide guidance to program staff and management on best practices for web usability and accessibility. Use judgment and expertise to modify the request in consultation with program staff to meet these goals. Advise on alternate approaches and/or additional tools and technologies that may be useful and follow up with other technical leads as necessary to coordinate assistance. Coordinate with other webmaster staff to ensure coverage of the webmaster mailbox. Ensure that some member of the webmaster team is processing all web content requests and communicating with requestors in a timely manner. Review and correct basic grammar, spelling, and punctuation of web page content and documents using CalRecycle's style standards.

20% **Software Quality Assurance.** Act as lead for software quality assurance (QA), and a point of contact. Develop, prioritize, and oversee all testing activities carried out by the software testing team including creating test documentation, test execution guidelines, and exit criteria. Compile test analysis and report findings to management and software developers. Define the testing activities for less senior staff on the test team and ensure that team members receive needed training. Keep project management and stakeholders informed of testing status and activities.

15% **Project Management.** Manage web-related and other technical projects. Determine scope, estimated cost, duration, and milestones; identify and document feasible alternatives, and work with management to determine a course of action. Once a project is approved, work with the project team to conduct detailed analysis and documentation of business requirements and develop documentation as necessary to ensure client and project team understanding of requirements. Maintain the project website that serves as the central repository for all project documentation and as a communication tool for the project team and clients. Perform additional analysis as necessary to clarify/refine requirements and/or evaluate possible scope changes. Coordinate and participate in both internal (IT staff) and client testing. Plan and oversee project deployment and follow-up.

5% **Application Administration.** Act as application administrator for one or more IT Services-managed applications (off-the-shelf or internally developed). Responsibilities include user support, user security management, user training, technical documentation, user help documentation, troubleshooting, etc.

Marginal Functions (Including a percentage of the time):

5% **Other Duties.** Other duties as required including but not limited to: Provide basic technical assistance to program staff on web-related issues, CalRecycle-managed software applications, office productivity software, and hardware. Occasionally provide or participate in providing brief presentations on technical topics to IT staff. Develop documentation, prepare reports, studies, and issue papers.

5% **Continuing Education.** Assure that knowledge, skills, and technical competencies are kept up to date through training, research, and self-study.

Typical Physical Conditions/Demands:
The job requires extensive use of a personal computer and the ability to sit/stand at a desk, utilize a phone, and type on a keyboard for extended periods. Ability to lift 15 pounds, bend, and reach above shoulders to retrieve files and/or documents.

Typical Working Conditions:
The incumbent works in a high-rise office building in an enclosed, non-windowed office cubicle in a smoke-free environment. The work schedule is Monday through Friday. Mandatory overtime, including evening and weekend work, may be necessary during the year end closing process or when the department is mission tasked. Travel may be required locally and within the state.

Special Requirements of Position (Check all that apply):

☐ Duties performed may require pre-employment and/ or routine screenings (background/criminal/fingerprint clearance, drug testing, fingerprinting, physical, etc.).
☐ Duties require participation in the DMV Pull Notice Program.
☐ Performs other duties requiring high physical demand. (Explain below)
☐ Requires repetitive movement of heavy objects and/or operation of heavy machinery or motorized vehicles.
☐ Other (Explain below)

Explanation:

Incumbent: Vacant
Classification: Information Technology Specialist I
Position Number: 835-365-1402-002

Supervisor Statement

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date

Employee Statement

I have discussed these duties with my supervisor and have been provided a copy of this duty statement. I certify I have read, understand, and can perform the duties of this position either with or without reasonable accommodation*.

**A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity. (If you believe reasonable accommodation is necessary, check yes. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Reasonable Accommodation Coordinator.)*

Employee Name	Employee Signature	Date