DEPARTMENT OF CHILD SUPPORT SERVICES

DUTY STATEMENT

ASD 046 (REV. 09/2026)

Type of Duty Statement:	Current & Proposed	**Revision Date:**	11/02/2026

1. Position Information

A. Employee Name:

B. Position Number:	**C. CBID:**	**D. WWG:**	**E. Effective Date:**
817-413-1402-020	R01	E	
F. Classification Title:		**G. Working Title:**	
Information Technology Specialist I		Security Compliance Specialist	
H. Division:	**I. Branch/Section/Unit:**		
Technology Services	Information Security Office/Security Governance & Compliance		

2. POSITION REQUIREMENTS

Special Requirement: *Check All that Apply*

- ☐ Bilingual Fluency (Non-English Language) - Specify Below
- ☑ Background Check Requirements
- ☐ Other - Specify Below

A. Special Requirements Description, as applicable:

N/A

B. Conflict of Interest Required (Gov. Code 87300, et seq.)? ☐ **Yes** ☑ **No**

This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

3. SUPERVISION

A. Supervision Received:

The incumbent reports directly to the Information Technology Manager I in the Security Governance & Compliance Unit.

4. DUTIES AND RESPONSIBILITIES OF THE POSITION

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.

GENERAL STATEMENT

Under direction of the Information Technology Manager I (ITM I), the Information Technology Specialist I (ITS I) ensures the compliance and security of information technology (IT) information assets for the Department of Child Support Services (DCSS), in the Security Governance & Compliance Unit, Information Security Branch, within Technology Services Division (TSD).

A. Percentage of Time Performing Duties	B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%.).
	ESSENTIAL FUNCTIONS
IT Domain: *Check All That Apply*	**FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY** ☑ Business Technology Mgmt. ☐ Software Engineering ☑ IT Project Mgmt. ☐ System Engineering ☑ Information Security ☐ Client Services
30 %	Monitor ServiceNow Ticket Management System: Responsible for monitoring and managing the ServiceNow security queue, including reviewing, prioritizing, assigning, and responding to security requests and incidents within established service-level agreements. Investigates issues, coordinates with technical and business stakeholders, and provides secure, practical recommendations to DCSS and Local Child Support Agencies (LCSAs) customers, including alternative solutions that meet operational needs and security requirements. Escalates high-risk or complex matters, tracks tickets through resolution, maintains complete and audit able records, and recommends improvements to security controls, workflows, procedures, and customer guidance. Administers, maintains, and enhances ISO applications developed on the ServiceNow platform, such as IRS Corrective Action Plan (CAP) application, Information Security Office (ISO) Portal, and others. Evaluates business needs and develops new applications, workflows, and automated solutions as demand warrants. Serves as a technical expert in ServiceNow and comparable platforms, ensuring solutions are secure, reliable, documented, and compliant with established development, change-management, privacy, and information security standards.

30 %	Policy and Procedure Analysis and Writing: Review, analyze, recommend, and write Information Security (IS) policies, procedures, and standards in compliance with state and federal requirements, industry standards, and IS best practices to ensure the confidentiality, integrity, and security of DCSS and statewide child support program information assets. Conduct policy gap assessments to identify areas where existing policies may fall short of requirements outlined in frameworks such as National Institute of Standards and Technology (NIST), IRS Publication 1075, State Administrative Manual (SAM), and State Information Management Manual (SIMM). Coordinate and consult with users, system administrators, and engineers to ensure that IT systems are designed and built to comply with IS policies and security strategies. Monitor and interpret regulatory and legislative changes impacting information security and translate those changes into technical requirements and policy updates. Develop and maintain procedures to assess and audit compliance with internal policies and external regulations and analyze the business impacts of identified gaps. Contribute to audit preparedness activities by maintaining documentation, ensuring evidence is available for review, and responding to audit inquiries. Provide technical interpretation of policy requirements to ensure alignment across departments and support enterprise-wide compliance with departmental, state, and federal security mandates.
25 %	Security Regulations, Audits and Findings Remediation: Coordinate and lead meetings in TSD to drive resolution of technical federal and State audit findings. Ensure the plan of action is appropriate to resolve the audit finding. Track and monitor plan to ensure implementation to close the finding. Assist with performing physical audits to ensure technical ensure security requirements are met at the county level. Provide technical knowledge transfer to provide DCSS information security auditors the knowledge to perform technical audits. Assess, develop, manage, and maintain the DCSS Business Continuity Plan (BCP) to ensure the continuance of the child support program during times of emergency or disaster. Define business continuity processes and priorities and identify business continuity contingency organizations, key stakeholders and decision makers needed to implement the BCP and ensure it meets the needs of the Department. Seek approval from oversight agencies on Business Continuity and coordinate plans and tests across the counties to ensure statewide Business Continuity, site readiness and business operations are maintained at the required level during an emergency. Coordinate the BCP with the Technology Recovery Plan developed and maintained by the Infrastructure Branch team to ensure plan consistency.

10 %	Third Party Access Program: Maintains the third-party access program for the Child Support Enforcement (CSE) system by verifying that access agreements are accurate and current to safeguard sensitive child support information. The role also conducts periodic access control audits to ensure compliance with Role-Based Access Control (RBAC) and least privilege principles and identifies opportunities for automation and process enhancement to strengthen the security of third-party access management. Coordinate with other DCSS teams to manage user account provisioning, access requests, and on boarding/off boarding processes to ensure alignment with security policies and procedures. Strong communication skills are essential for effectively engaging with stakeholders, delivering awareness content, and ensuring coordinated responses to training, access, and security issues.
0 %	N/A

MARGINAL FUNCTIONS	
5 %	Assist ITM I, Chief Information Security Officer, Lead Enterprise Architect, other TSD Branch Chiefs, and Chief Information Officer in responding to initiatives. Represent ISO and TSD on special teams, projects, and in other duties as assigned. Perform special assignments, attend meetings, and serve as backup for IS staff. Invest in personal development and growth to maintain current knowledge in the IT field with an
100 %	**TOTAL**

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

☐ **Office Centered**

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

☑ **Remote Centered**

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

Child Support Enforcement has critical timelines and political and financial ramifications. Poor participation, judgment, and decisions can adversely affect the success of the Child Support Program. Failure to identify risks and issues in a timely manner could result in slippages in schedule and increased costs. Poor communication and coordination can adversely affect the Child Support Program and the children of California.

Incumbent is responsible for individual decisions and actions, that could have a serious detrimental effect on the operating efficiency of the undertaking or function. Consequence of error may result in loss of data, user dissatisfaction, and impact to the organization, project, or work unit, and related support units. Consequences include operational down time, loss of business continuity, and poor customer service and performance.

B. Personal Contacts:
The incumbent has contact with Department of Child Support Services managers, supervisors, and staff; State and LCSA staff; governmental agencies; contractors; interface partners and vendors.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: ☐ **Yes** ☐ **No**

If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	