DUTY STATEMENT

Employee Name:	Position Number: **580-151-1414-059**
Classification: Information Technology Specialist II (Business Technology Management and Software Engineering)	Tenure/Time Base: Permanent/ Full Time
Working Title: Senior Lead Business and Quality Control Specialist	Work Location: 1616 Capitol Ave., Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Application Technology and Support Branch/ Immunization Technology Management Section

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) 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 departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the California Department of Human Resource's Job Descriptions webpage.

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating customer-focused solutions that are responsive and agile, supporting a modern infrastructure, tools, architecture, and standards to effectively provide efficient services following service-level agreements. The Information Technology Services Division (ITSD) leverages data and technology to create sustainability across CDPH by creating efficient solutions that meet customer

expectations and reduce waste, as well as creating innovative solutions, strengthening partnerships and collaborations, and embracing technology.

Under general direction of the Information Technology Manager (ITM) I, Chief, Immunization Technology Management Section (ITMS), the Information Technology Specialist (ITS) II performs all aspects of business technology management and software engineering for systems of varying size and complexity following California Department of Technology (CDT) standards, CDPH standards, and industry best practices. The ITS II leverages industry best- practices and tools for various System Development Lifecycle (SDLC) methods (such as waterfall and agile) through the entire maintenance and operation (M&O) life cycle. Some activities include eliciting and documenting functional and non-functional requirements and specifications; developing and sharing tools, processes, techniques, and best practices when managing systems; supporting IT acquisitions and resulting contracts; and ensuring vendor performance management methods are established and followed.

The ITS II provides both verbal and written communication to promote clear communication, common understanding, and appropriate information sharing. Collects information and develops quality reports for teams, executives, stakeholders, and state oversight agencies, and has extensive contact with colleagues at all levels within CDPH. In addition, the ITS II may have contact with key stakeholders outside CDPH, other departments, other states, and the Federal Government. The ITS II must exercise sound judgment, effectively manage high-complexity systems, and produce timely, high-quality IT products in order to align with the Application Technology and Support Branch's (ATSB) mission to deliver successful technology systems and services that advance the missions of CDPH public health programs.

This position will be expected to leverage AI tools including GenAI, AI, Machine Learning, and automation applications and services supplied by the Department to streamline IT service delivery as part of their overall duties. Usage of these tools is expected to ensure a consistent baseline of gained efficiencies, quality and consistency of work. This position will be expected to identify opportunities to streamline business processes where the introduction of AI or automation would improve business outcomes.

The ITS II performs duties within the Business Technology Management and IT Software Engineering domains.

Special Requirements

- ☒ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: May require occasional travel of less than 5% to conferences or regional offices.
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☒ Other: This position may require the incumbent to monitor, receive, and respond to production related and time-sensitive work matters outside of normal business hours.

Essential Functions (including percentage of time)

25% Partners with program teams to define and prioritize program value streams and elicits and traces product requirements. Provides program valued service through formal business analysis of IT system development efforts of any size or complexity following California Department of Technology (CDT), and CDPH standards and industry best practices for application development and support. Collaborates with program partners to formally elicit, document, and manage functional (business) and non-functional (technical) requirements, business change impact analysis for the most complex and visible systems within the system portfolio. Develops and maintains practices and toolsets for managing product backlog, requirements traceability matrix (RTM), system configuration plans, and system design solution documentation. Conducts RTM to ensure outcomes meet original targets for all system, business, service level, and contract requirements within its scope. Provides excellent customer service to CDPH programs and stakeholders to deliver expected results effectively and efficiently.

25% Maintains operational quality assurance of the system portfolio; leads system quality inspections by conducting cross-system impact analysis and traceability; and ensures development is conducted in coordination of program teams and interface systems. Maintains practices for the system and ITSD organization in addressing independent reviews, disaster recovery management, and system quality assurance. Develops test scripts, utilizing regression test sets, planning and facilitating system, regression, performance, load, and user acceptance testing. Participates in cross-system change initiative impact analysis and coordinates with appropriate teams to mitigate impact; and collaborates in identifying solutions to meet business and technical organization objectives.

25% Maintains expert working knowledge of industry technologies, best practices, and trends; and makes recommendations to management on the adoption of new tools, platforms, processes, and procedures to improve operational efficiencies. Designs, configures, and manages standards of requirements for project plans for information technology projects, while ensuring adherence to budget, schedule, and scope. Reviews software architecture and makes recommendations regarding technical and operational feasibility. Conducts security analyses and reports statuses to leadership; performs risk assessments and recommends information technology solutions on CDPH information security processes; analyzes incident-related data and determines the appropriate response; and develops implementation plans including cost-benefit or return on investments. Writes technical documentation/end-user training of complex systems, processes, and procedures with sufficient detail to enable other technical staff to support and maintain systems. Provides high-level technical expertise, leadership, communication, and mentoring support to project team members, technical staff, vendor consultants, and program customers aligning with technological modernization strategies in support of CDPH programs.

10% Performs all aspects of business technology management for IT systems of any size or complexity (small, low complexity through large, high-complexity projects) following CDT, CDPH and industry standards. Leverages system management practices and tools for SDLC methods (such as waterfall and agile) through the entire system maintenance and operational life cycle (initiating, planning, executing, monitoring, and controlling and closing). Manages risks using established risk management processes (risk management planning, risk identification, qualitative risk analysis, quantitative risk analysis, risk response planning, and risk monitoring and control). Manages, monitors, and controls IT project budget, schedule, and scope, ensuring development of quality solutions in support of business needs. Monitors system maintenance and operations progress, removes development blockers and promotes a culture of agility and learning. Provides guidance to teams on agile methodology, which promotes the rapid and

reliable development of applications. Plans system development and operational maintenance timelines for system changes and tracks change status to ensure timely completion and notification to the impacted stakeholder group(s). Provides training for CDPH project team members and programs on system management focusing on the use of industry standards, techniques, and tools, managing risk through all phases, collecting, and promoting lessons learned and SDLC development. Provides excellent customer service to CDPH programs and stakeholders to deliver expected results effectively and efficiently.

10% Supports written and verbal documentation and communication to promote completion of system acquisition, development, maintenance, reporting, analytics, and corresponding communication and Software Development Life Cycle tasks.). Supports technical and business teams, executive management, and other stakeholders regarding system status and corresponding requests. Increases system stability, health and availability and decreases system risk by establishing effective maintenance methods and techniques as a part of operational practices. Coordinates and facilitates team meetings, leadership meetings, steering committee meetings, executive board meetings, and other system-related events.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as assigned.

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

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:
Approved By: D.S.
Date: 11/19/26