DUTY STATEMENT
DSH3002 (Rev. 01/2020)

California Department of State Hospitals

Box reserved for Personnel Section

RPA #	C&P Analyst Approval	Date

Employee Name	**Division** Technology Services Division			
Position No / Agency-Unit-Class-Serial 461-122-1402-004	**Unit** Enterprise Infrastructure Services Section/Hospital Services Unit			
Class Title Information Technology Specialist I (Working Title: Primary Solutions Engineer)	**Location** DSH-Atascadero			
Subject to Conflict of Interest ☐Yes ☒No	**CBID R01**	**Work Week Group: E**	**Pay Differential**	**Other**

Briefly (1 or 2 sentences) describe the position's organizational setting and major functions
Under direction of the DSH-Atascadero Site Manager, Information Technology Supervisor II, within the Department of State Hospitals, the Information Technology Specialist I (IT Specialist I) is responsible for solutions support and improvement with an emphasis on enterprise solutions architecture and interdisciplinary coordination.

The primary duties of the IT Specialist I lie within**, Client Services, Systems Engineering, Software Engineering, and Information Security Engineering** domains of the IT Specialist I classification.

% of time performing duties	**Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first; percentage must total 100%. (Use additional sheet if necessary.**
40%	As a primary, solutions support engineer, **the IT Specialist I is responsible for the implementation, operation, deployment and maintenance of solution systems** including research, user centric design, development and configuration, programming, enterprise architecture, service-oriented architecture, testing and implementation of the information technology solutions. The IT Specialist I exhibits leadership and expertise in coordinating team members and alignment of team activities, solutions platforms support, improvement and automation, and technical innovation toward the overall DSH and TSD strategies. The incumbent serves in a primary role, along with subject matter experts (SME's) and other TSD staff, which requires expertise in DSH business, architecture, processes, programming, design, applications and data environments to implement the departments more complex projects/initiatives.
25%	Acts as a **Technical Lead and primary support engineer for complex support solution implementation and continuous improvement efforts.** Partners with business leadership, operations, infrastructure and security teams to design and develop continuous solutions improvements and work closely with project leadership and business subject matter experts to implement new and

	emerging solutions and improvements. Helps to establish close partnerships between Infrastructure staff, Operations staff, Applications staff, and customers. Designs and establishes back up/ recovery procedures; designs, implements, tests and continually improves service platform integrations, automations and functions. Clearly defines problems, assess alternatives objectively and collectively reaches/builds a solution to the customer's satisfaction. Addresses a diverse collection of technical and business problems in a timely manner. Ensures security measures are enforced in every system and ensures integrity of all DSH data is always maintained and validated. Evaluates target platforms, technology stacks, and testability features of DSH systems and suggest improvements/enhancements and innovative ideas for implementations. Mentors, trains and supports staff in best practices, platform use, new technologies, solution improvement techniques and conducts periodic peer reviews. As a **Technical Subject Matter Expert, the incumbent ensures the proper design, implementation and support of complex systems and analytics** including the design, implementation plan and support of enterprise platforms, and future state integration vision. Provides systems engineering including, the architecture, design, configuration, operation and maintenance of systems discovery and planning, design, configure, administer, and sustaining the operation of a defined system. System elements can include network, server, storage, operating system, database, program, hardware, and software.
25%	As a primary level, solutions support engineer, the incumbent will serve as the next tier technical escalation point for **Systems Maintenance and Operations** in the Hospital Services group for the more complex issues. Restoration of unavailable production services, escalation to external support providers, liaison between internal TSD staff and external support providers, and act as a subject matter expert for specific services.
10%	**Responsible for leading quality initiatives to enhance quality and consistency in hospital services solutions**. The incumbent collaborates with peers, managers, and stakeholders to provide recommendations on making continued and agile improvements, ensure sustainability and quality of systems across the enterprise as well as perform other Information Technology Specialist I job-related work as required by management. Communicates weekly to provide up-to-date status reports on tasks and projects utilizing email, meetings, and written status reports, in accordance with office procedures.
Working Conditions	This position reports to Atascadero State Hospital in San Luis Obispo County. A hybrid telework schedule, consistent with the State of California's in-office requirement, may be considered with prior approval from management. The incumbent may also be required to travel throughout California as needed, with prior notice.

	Independence of action and the ability to manage time and multiple priorities is required. Use of technology, including but not limited to Microsoft Office, Microsoft Teams, WebEx, Zoom, and other virtual platforms is required. Incumbent may be required to sit for long periods of time using a keyboard and video display terminal or when traveling to other locations; travel may be required to DSH facilities. The duties require the ability to walk, stand, sit, carry, push, pull, bend, reach above the shoulder, reach below the shoulder, work in tight spaces, crouch, crawl under or around furniture and network equipment, keyboarding, fine hand movements, gripping, grasping, lifting, and exerting 20-50 pounds of force and/or up to 15-25 pounds occasionally.
Other Information	The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers. Incumbent must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The incumbent must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and control agencies and other departments. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. Additionally, the TSD team will have access to and responsibility for the protection of very sensitive and confidential information and protected health information. The TSD plays a significant role in ensuring continuity and quality of DSH's and its hospitals and psychiatric programs delivery of services and patient care through the delivery of highly effective IT service delivery systems. Consequence of error may result in minor to major IT service unavailability or ineffectiveness, causing direct impacts to the delivery of care to DSH patients. A required function of this position is to consistently provide exceptional customer service to internal and external customers. **This position requires clearances of Live Scan and Medical Evaluation prior to being hired.** I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable

	accommodation is necessary, discuss your concerns with the Office of Human Rights). _____ _____ Employee's Signature Date I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above. _____ _____ Supervisor's Signature Date