DUTY STATEMENT
DSH3002 (Rev. 11/2022)

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 461-120-1401-004	**Unit** Enterprise Applications Services Section			
Class Title Information Technology Associate Working Title: Software Developer	**Location** DSH-Sacramento			
Subject to Conflict of Interest ☐Yes ☒No	**CBID** **R01**	**Work Week Group: 2**	**Pay Differential**	**Other**

Briefly (1 or 2 sentences) describe the position's organizational setting and major functions
Under general supervision of the Information Technology Supervisor II (IT Supervisor II) in the Technology Services Division's (TSD) Enterprise Applications Services (EAS), the Information Technology Associate (ITA) will function as a software developer supporting critical business and Extract, Transform, Load (ETL) processes (such as microservices, APIs, and web applications) for the Incompetent to Stand Trial (IST) Solutions portfolio of projects. IST Solutions is primarily focused on working towards a reduced wait time for IST patients to receive treatment, either from DSH directly or through county partners in the community. The technical solutions developed and implemented in IST Solutions create positive impacts on speed and quality of care for this patient population.

The duties of the ITA lie primarily within the **Software Engineering** domain, and includes the design, development, operation, and maintenance of software systems.

% 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).**
45%	The IT Associate, as a Software Developer: • Review and document user stories and requirements, breaking them into tasks of appropriate, addressable size to ensure alignment with functional and non-functional requirements • Maintains proper, useful, and complete written and graphical documentation for software systems and projects. • Test software systems using test cases and test data to meet defined functional and non-functional requirements. • Performs formal verifications, when applicable, for existing and new software systems. • Participates in peer review of code, pull requests, and software system proposals. • Monitor Mission Critical and/or large complex IT systems using modelers, profilers, scripts, log outputs, and automated testing tools to ensure integrity and tune the system to meet performance requirements,

	• Collaborates with teams to perform root-cause analysis of software system and data issues, errors, bugs, and inaccuracies and implements, tests, and documents corrective actions as needed. • Code Incompetent to Stand Trial (IST) solutions software components as directed using industry standards and methodologies which adhere to organizational enterprise architecture standards. • Uses version/source control systems and other collaborative development tools to manage code, tasks, and other aspects of development in a team environment. • Adheres to Scrum or other Agile frameworks chosen by the project lead. • Interacts with data repositories for coding, troubleshooting, analysis, and data integration using SQL or other data repository systems and services as necessary. • Ensuring secure, reliable, and accessible solutions by enforcing data integrity and security measures in software systems that meet requirements while maintaining protection of Protected Health Information (PHI) and Personally Identifiable Information (PII). • Maintain software product documentation • Maintains software using C# and related full-stack development technologies and other languages, tools, and technologies as necessary. • Update standards, procedures and controls to ensure proper installation, configuration, maintenance, security, reliability, and availability of systems/databases • Utilizes strong communication skills to work with a large variety of technical and non-technical peers. •
40%	The IT Associate, as a member the EAS: • Works independently or in teams as projects require. • Exhibits timeliness in addressing diverse technical and business matters. • Participates in training activities for professional and technical growth. • Exhibits an on-going development of high-level knowledge of the DSH business and processes. • Adheres to the EAS and industry standards and practices for effective software development. • Builds collaborative, meaningful, and effective working relationships with team members, TSD staff, and DSH business customers. • Works closely with EAS and other TSD staff to learn existing EAS technologies and research and evaluate new and emerging technologies. • Collaborates with peers, IT Specialist Is & IIs, managers, and other parties to recommend continuous improvements to enhance the quality, consistency, and sustainability of applications, systems, and data across the Department.
15%	The IT Associate also performs other job-related work as required by management in support of the business functions of the EAS.

Working Conditions	This position reports to the Allenby Building in Sacramento. 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.
Other Information	Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. 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. 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 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. I have read and understand the duties listed above and I certify that I can perform these duties and the essential functions of this position 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