

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 9/2019)

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Classification Title	Board/Bureau/Division
Information Technology Specialist II	Bureau of Automotive Repair (BAR)
Working Title	Office/Unit/Section / Geographic Location
Solution Architect/System Engineering Specialist	Technology Services Branch/Business Technology Management/Rancho Cordova
Position Number	Name & Effective Date
646-121-1414-002	

General Statement: Under the general direction of the Technology Services Branch Information Technology Manager I (ITM I) and the Chief Technology Officer for the Department of Consumer Affairs, the Information Technology Specialist II (ITS II) is responsible for supporting changes to BAR's technology environment, performing system administration and maintenance. The primary responsibility of the ITS II falls within the System Engineering domain. Duties include, but are not limited to, the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

25% Support changes to BAR's technology environment (E)

Lead the process of developing business, data, process, and equipment requirements for approved changes to BAR's application environment, including in-house BAR applications and vendor supported applications. Maintain knowledge of industry trends related to systems design, and leverage industry practices (such as PMBOK, IEEE, ITIL, etc.). Provide recommendations on how new trends and technologies can be leveraged to meet BAR business objectives.

Optimize and apply architecture solutions for the benefit of BAR, and play a major role in advising BAR management in formulating information technology (IT) strategy and policy. Act as the technical lead for the most complex changes to BAR's infrastructure and applications. Provide technical leadership, guidance, and act as a mentor to staff with regard to system engineering issues and standards. Assist with the distribution of work assignments based on staff availability and aptitude, and ensure that assignments are completed using accepted BAR standards. Maintain a knowledge of industry trends related to application systems design development and provide recommendations on how new trends and technologies can be leveraged to meet BAR business objectives. Oversee and provide guidance to infrastructure, testing, configuration, and documentation of complex systems. Provide input to management on new hire probationary reports, employee annual performance appraisals and individual development plans.

Design, implement, and maintain system architecture across multiple platforms to best align technology solutions with business strategies. Create and update documentation required to support the entire System Development Life Cycle. The documents include but are not limited to Architecture Documents, Detailed Design Documents, Requirements, Use Cases, Test Script, Object Model, Data Model, Project Plan, Training/Testing Plans, Implementation/Deployment Plans, and Customer Acceptance.

25% Optimize and apply software architecture solutions (E)

Formulate recommendations for information technology strategy, policy, and procedure; advise management on the benefits and risks of new technologies and practices. Evaluate and provide recommendations on the use of emerging architectures, tools, and technologies

for use in the BAR environment. Design and implement complex solutions that align with California IT standards while ensuring appropriate technical artifacts are in place throughout the System Development Life Cycle. Lead configuration management and release management for software and system components.

25% System development and maintenance (E)

Design, develop, and maintain complex web and client server applications in an n-tier environment architecture using Oracle database, PL/SQL, Microsoft SQL Server database, Transact-SQL, Stored Procedures, Visual Studio 2013, ASP.NET, C#, .NET Framework, Visual Basic.NET, VBA, HTML, XML, CSS, VBScript, JavaScript, JQuery, AJAX, Web services, WCF, Internet Information Server, SVN and SQL tools such as Toad or SQL Developer to retrieve, manipulate, display, and publish information with limited supervision on BAR internet, intranet web sites, and Windows platform.

15% Incident and problem management (E)

Investigate and analyze the most complex and critical incidents that negatively impact BAR's enterprise information technology services and infrastructure. Work with BAR, DCA Office of Information Services, and contractors to identify and document root-cause and provide short-term workaround solution. Analyze and schedule changes to resolve problems.

10% Miscellaneous (M)

Attend planning and staff meetings, and make presentations.

B. Supervision Received:

The incumbent works under the direction of an IT Manager I. However, assignments and direction may also come from the IT Manager II.

C. Supervision Exercised:

None

D. Administrative Responsibility:

None

E. Personal Contacts:

The incumbent has regular contact with all levels of department employees, other state agencies, and contractors.

F. Actions and Consequences:

Failure to complete all assignments timely and accurately may result in great consequence to the BAR and DCA; including loss of integrity, potential negative impact to the BAR, and the inability to effectively meet BAR's mission, vision, and goals to protect California consumers.

G. Functional Requirements:

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent works in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent must be able to frequently remain in a stationary position at a workstation throughout the day and must occasionally position self to perform a variety of tasks including retrieval of files.

H. Other Information:

The incumbent must exhibit courteous behavior toward coworkers and the public at all times, have the ability to work cooperatively with others and be able to gain the cooperation of managers, coworkers, and external departments. The incumbent must be able to communicate effectively and have the ability to look and act in a professional manner. The incumbent must

be able to analyze data and present ideas and information effectively both verbally and in writing; consult with and advise management on a wide-variety of subject matters.

The incumbent must have the ability to work under changing priorities and deadlines, be able to reason logically and creatively and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives; research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets. The incumbent may be required to travel throughout an assigned geographical area by various methods of transportation. Occasional overnight travel may be required.

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 hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name

Revised: 5/2024