Duty Statement

Classification:	Information Technology Specialist III

Working Title:	MEDS Application System Architect

Program:	Enterprise Technology Services (ETS)

Division:	Business Operations Technology Services	Branch:	Eligibility Applications and Support

Section:		Unit:	

Office Location:	1501 Capitol Avenue, Sacramento, CA 95814

COI Classification:	☐ Yes	☑ No	CBID: R01		Position Number: 802-350-1415-xxx
Telework Eligible:	☑ Yes	☐ No	Maximum Telework Days: (generally up to 3 days per week) 3 days per week		
Bilingual Position:	☐ Yes	☑ No	Specify Language: Not Applicable		

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively, both orally and in writing, when interacting with others; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely manner; and adhere to departmental policies and procedures regarding attendance and conduct.

Job Summary:

Under the general direction of the Branch Chief, an Information Technology Manager II (ITM II), the Information Technology Specialist III (ITS III) performs functions in the domains of Business Technology Management, IT Project Management, Information Security Engineering, System Engineering, and Software Engineering. The ITS III will operate at the system architect level to support the most complex technology, business application systems, and systems integration projects that requires highest level of expertise.

The incumbent will plan, organize, and direct activities involving determining best feasible solution design and recommend resource needs for application maintenance and project support. The ITS III is responsible for oversight of maintenance and enhancement of the mission-critical DHCS' Medi-Cal Eligibility Data System (MEDS), one of the State's largest applications, and the support of interfaces to myriad trading partners, such as the California Healthcare Eligibility Enrollment and Retention System (CalHEERS), The individual collaborates with and provides support to the other Branches within the Division, the Program areas, and the Department; fosters partnerships with our customers and stakeholders all the while supporting the mission and objectives of the Department. The ITS III oversees the work of State technical staff and consultants at various levels to coordinate and provide user requirement definitions, systems architecture, database design, computer programming, project support, and application maintenance for MEDS and its related subsystems.

The incumbent is experienced in leading technical teams working in software application development lifecycle using SDLC and/or AGILE processes and procedures; expertise in support and development of applications, requirements analysis development, and testing and implementation of solutions for existing and targeted infrastructures. The incumbent is experienced in operational security best practices for large-scale application systems. The incumbent possesses an in-depth understanding of modern information technology concepts, practices, methods, and principles.

The incumbent is skilled in navigating a bureaucratically complex organization and excels in building relationships with internal and external customers and stakeholders, being able to clearly communicate business technical challenges and concerns in common language. The incumbent must possess and understanding of the business enterprise of the organization, including an appreciation for the salient political and regulatory issues faced by its management. The position requires a willingness to work in a team environment with other peer managers, executives, business analysts, programmers, and testers, as well as program management and associated staff. Must be a positive change agent, and able to work in a dynamic, high-velocity work environment.

The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.

Description of Duties:

% of Time	Essential Functions
35%	Application System Architect/Technical Expert - Acts as a lead technical expert in the analysis of the various mission critical efforts and initiatives that impacts MEDS and its subsystems supported by EASB. - Demonstrates leadership in identifying issues, new business opportunities, and in assisting management with the most sensitive issues. - Prioritizes own work and conduct research, resolves problems, work with others who can assist them or are customers of their service. More difficult tasks and more sensitive contracts are subject to guidance or participation of management. - Exercises appropriate judgment on issues/concerns to elevate to higher levels. - Understands policy and assists in its development. Independently identifies need, proposes new policies/guidelines, and establishes new procedures as appropriate with managements approval. - Provides timely responses to complex inquiries. Demonstrates interest in new technologies and seeks opportunities to become familiar with new technology. - Reviews and approves emerging system design and architectural changes. - Demonstrates substantial depth of knowledge and understanding of technologies used in EASB and their relationships in seeking both solutions to complex problems and improvements in products/services. - Provides direct advice/guidance to management and customers on projects.
35%	Project Lead / Team Lead -Works as a project manager or as a team leader as assigned on projects of medium to severe complexity and scope involving a specific technology, a subsystem of a business application or an integration project. Assignments involve day-to-day interaction with program, stakeholders, interfacing partners, other departments, organizations, and vendors/consultants. - Proficient in applying technology to solve customer's business problems, including troubleshooting, designing, and implementing complex systems and subsystems. - Incumbent will participate in contract negotiation as needed and as assigned. - Incumbent is expected to make sound decisions affecting technology, vendors/consultants, and lower-level staff. Consistently exercises sound analysis and judgment in resolving complex problems and can successfully anticipate and avoid potential problem areas.
15%	Communication/Coordination/Training - Exercises consistently sound judgment in knowing when management should be apprised of a situation/problem and ensures it is communicated appropriately. - Communicate with internal and external stakeholders on the development of business requirements, workflows, use cases, business rules, and conceptual testing methods for assigned projects in support of MEDS and its subsystems projects. - Coordinates and collaborates the review of the processes and approaches, leads efforts to interpret and implement standards and obtain necessary approvals. - Coordinates staff and contractor activities and completion of deliverables. - Communicate with users and other stakeholders to identify the functional gaps and coordinates/directs solution rollouts in the client technology environment. - Develops user and technical training materials as appropriate; conducts training sessions for trainers as well as end users. Produces metrics and status reports pertaining to change and release statuses.

Description of Duties

% Of Time	Essential Functions
10%	- Ensures the compliance of IT and IT security standards, inventory control, refresh of hardware and software and operational support excellence for the systems supported within Eligibility Applications and Support Branch. - Participates in workgroups and assist project management staff in the review and development of scope statements, work plans, schedules/timelines, milestones, and deliverables, cost estimates, risk assessments. Coordinate and oversee vendor work performance, and evaluation of projects through reports, deliverables, walkthroughs, and demonstrations. - The incumbent will participate in the review, provide feedback, and update standard operating procedures, incident reporting, escalation procedures, and technical documents as needed. - Attend status meetings, Change Cycle meetings, Workload Planning meetings, and technical walkthroughs. Respond to inquiries, and train staff. - Oversee implementation of system changes to ensure modifications do not negatively impact the systems supported in EASB. Technology adaptation and Modernization - Actively and competently initiates and participates in the development of new technologies in the design and development of MEDS and related applications and architectures supported in EASB. - Conducts analysis of business and user needs to develop operational continuity and rollout of emerging technologies for the systems supported in EASB. - Competent to train team workers or others in the use of new technologies. - Incumbent applies new and existing technologies to develop and implement solutions for the most complex business requirements and resolves the most complex systems problems within MEDS and associated systems and subsystems. - Actively participates and contributes to all modernization initiatives with in EASB.

% Of Time	Marginal Functions
5%	Other duties as required.

Supervision Received: Under Direction _____ by the (enter supervisor classification):

Information Technology Manager II _____ .

Supervision Exercised: (check all that apply)   ☐ Non-Supervisory Classification / None
☐ Clerical Staff   ☐ Analytical Staff   ☑ Technical Staff
☐ Professional Staff   ☐ Supervisory Staff   ☐ Managerial Staff

Special Requirements:
☐ Medical Evaluation /Clearance   ☐ Typing Certificate   ☐ Valid Driver's License
☐ Background Check / Finger Printing Clearance
☐ Valid Professional License (please specify): _____

Desirable Qualifications:

Working Conditions (Check all that apply):
Prolonged Periods of: Travel May be Required:
☐ Standing   ☑ Sitting   ☐ Kneeling   ☐ Bending   ☐ Occasional   ☐ Over Night
Requires Lifting of Heavy Objects up to: _____

Acknowledgements:

Human Resources Acknowledgement: The Human Resources Division has reviewed and approved this duty statement.

HRD Analyst Name:	HRD Analyst Signature:	Date:

Employee Acknowledgement: I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:	Employee Signature:	Date:

Supervisor Acknowledgement: I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:	Supervisor Signature:	Date:

Instructions

A duty statement is a description of tasks, functions, and responsibilities of a position to which an employee is assigned, and the percent of time spent on each task. It is based on objective information obtained by thoroughly analyzing the position's functions, the competencies and skills required to accomplish these functions, and the organizational needs of the department.

Classification:	Enter the legal title documented in the Classification Specifications which contains a formalized summary of the duties and responsibilities of the positions in a class.
Working Title:	Enter a working title if there is one. The working title differs from a classification title, as it can be specific to the duties the classification is performing. e.g., Personnel Liaison, Contracts Analyst, etc.
Program / Division / Branch / Section / Unit:	Enter the information that is in alignment with where the position is located in the organization. This should also mirror what is presented on the organization chart.
Office Location	The term office location refers to the state worksite that is the employee's reporting location when not teleworking.
Position Number:	Enter the agency, unit, class code, and serial number of the vacant position being filled. e.g., 808-202-5393-810
Telework Eligible:	Check 'Yes' if this position is eligible for a telework schedule. If 'Yes' is checked, in the next field enter the maximum number of telework days allowable for this position. Check 'No' if this position is not eligible for a telework schedule.
COI Classification:	Check 'Yes' if this position is designated under the Conflict-of-Interest Code. The 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. Check 'No' if this position is not designated under the Conflict-of-Interest Code.
Collective Bargaining Identifier (CBID)	Enter the CBID. The CBID information can be found in the CalHR Pay Scale. Select option 15 for an alphabetical listing of Classifications. Find your classification. The CBID will be located in the last column on the right. For the CBID information, include the appropriate letter (M, S, C, R) and the unit number.
Bilingual Position:	Check 'Yes' if this position is bilingual certified. If 'Yes' is checked the language for which the position is bilingual certified must be specified in the next field. Check 'No' if this position is not bilingual certified.
Job Summary:	Include a brief description of the position, duties performed, reporting structure, and any pertinent information you feel is necessary.

Description of Duties:	Provide an itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task. The essential and marginal functions should be identified. Group related tasks under the same percentage with the highest percentage first. Percentages must be listed in descending order and must equal 100%.
	Essential Functions: Assess whether the performance of a function is 'essential' by asking yourself why the position exists and what is it the employee is being hired to do. As you review each task, ask yourself whether it is a basic, necessary, and integral part of the job, which would make that task essential. Ask yourself, does the position exist solely to perform that function? Are there a limited number of employees available to perform that function? Is it a highly specialized function? If so, the task may be 'essential'.
	Marginal Functions: Marginal functions are incidental and only account for a minimal part of the job. They are secondary to essential functions, and they make up the remaining duties of the position. Keep in mind that marginal functions can also be absorbed by another staff member so if they were to be removed, it doesn't change the concept of the position.
Supervision Received:	Check the nature of the supervision received and enter the classification of the supervisor. Review the Classification Specifications and see the descriptions below to help determine the type of supervision this position receives.
	Under Close Supervision: Used for entry-level classes in which an employee is learning the duties of the class as a trainee or apprentice.
	Under Supervision: The position is subject to continuous and direct control.
	Under General Supervision: The position is subject to a minimum of continuous and direct control.
	Under Direction: Indicates that supervision is general and not close, continuous, or concerned with details. The statement tends to be used with technical and professional positions where the employees are expected to operate with a reasonable degree of independence, or as a journeyperson or fully qualified worker.
	Under General Direction: This usually refers to classes on the division level that receive administrative direction. The guidance is usually outlined in legislation and general rules of the organization.
	Under Administrative Direction: This is usually used only in classes involving top-level, administrative positions in which the guidance is largely that of overall policy and the requirements of legislation.
Supervision Exercised:	Check 'Yes' if this position exercises supervision. If 'Yes' is checked, select all classification types supervised by this position.
	Check 'No' if this position does not exercise supervision.
Special Requirements:	Enter any requirements that may be necessary per classification specification or specific department, i.e., background check, drug test, medical license, etc.
Desirable Qualifications:	Enter any knowledge, skills and abilities and other desirable qualifications, such as special personal characteristics, interpersonal skills, etc., not required as part of the minimum qualifications but represent additional attributes being sought after by the hiring manager.

Working Conditions:	Describes the working conditions of the job, i.e., physical demands, if the job is indoor/outdoor, if travel is required and how often, varying schedule, transportation information, etc.
Human Resources Acknowledgement:	Completed by Human Resources Division to indicate the last date of review.
Employee Acknowledgement:	Employee signs and dates the document certifying that the duties of the position were discussed with the supervisor and that a copy of the duty statement was received.
Supervisor Acknowledgement:	Supervisor signs and dates the document certifying that the duty statement represents an accurate description of the essential functions of the position, and that the duties of the position were discussed with the employee. Once signatures are obtained, make two copies, and place a copy in the supervisor's drop file and provide one to the employee. Send the original to Human Resources Division to file in the employee's Official Personnel File (OPF).