

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 2, 7, & Non-represented

EMPLOYEE:	CLASS TITLE: Information Technology Specialist III	HEADQUARTER: Mather Campus
PROGRAM/UNIT: Policy & Admin/ Information Technology / Enterprise Solutions Services	POSITION NUMBER: 165-1415-xxx / CN 11465	CBID: M01
TENURE: Permanent	TIMEBASE: Full-Time	WORK WEEK GROUP: E
EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input checked="" type="checkbox"/> 12 Mos. <input type="checkbox"/> N/A
IMMEDIATE SUPERVISOR:	CONFLICT OF INTEREST CATEGORY: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	DMV PULL PROGRAM: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>1. SUPERVISION RECEIVED: The Information Technology Specialist III (ITS III), Senior UI/UX (User Interface/User Experience) Architect-Designer, is under the administrative direction of the Enterprise Solution Services Branch Chief, IT Manager II.</p>		
<p>2. SUPERVISION EXERCISED: N/A</p>		
<p>3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES): Physical tasks include sitting for extended periods at a computer workstation with artificial light and temperature control in an office setting. The incumbent will work a minimum of 40 hours per week, with the possibility of overtime in an emergency. The ability to use a personal computer and telephone is essential, as most work is performed using these tools. Travel in automobile, commercial aircraft, and public transportation. Must be able to lift computer equipment and related items that weigh up to 50 pounds.</p>		
<p>4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES): Incumbent will have direct contact with state agency directors, department managers and supervisors, employees of Cal OES, other state agencies, and the federal government relating to enterprise technology services within Cal OES and during emergency operations. This position may act as a liaison with outside contractors and vendors providing goods or services to Cal OES. Direct contact with the Department of Technology to report on the regular status and IT reporting requirements.</p>		
<p>5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED): Cal OES is responsible for disaster response, planning, preparedness, and training. This position holds a high-level responsibility for the security and integrity of information throughout the Agency. Failure to effectively perform the position's duties could result in the loss of telecommunications and technology systems, resulting in an inability to respond timely to and recover from emergencies. The effects could threaten life and property within the State of California.</p>		
<p>6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%: When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:</p> <p>When not on-call, standby or Duty Officer status, if called upon by Governor's Office of Emergency Services (Cal OES) Management (including contact from the California State Warning Center), you are required to make contact as soon as possible.</p> <p>Shall be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region). May be required to participate in emergency drills, training and exercises.</p>		

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
 Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific “position” and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Cal OES Management (including contact from the California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT

Under the administrative direction of the Enterprise Solution Services Branch Chief, the IT Specialist III Senior UI/UX Architect-Designer plays a key role in aligning Cal OES's strategic goals and objectives with decisions regarding IT products and services, partners, and vendors, capabilities, and key business and IT initiatives.

The ITS III will architect user interface designs and develop visual dashboards for Wildfire and other hazards forecasting, weather information, threat intelligence gathering, analysis, and dissemination. You will focus on delivering the next-generation customer-centric, elegant, data-informed strategic solutions experience for Cal OES business programs, rethinking how they do business and helping them run more effectively.

You will collaborate closely with business stakeholders, end-users, solution engineers, developers, and project teams to define and realize a shared vision by articulating complex concepts through prototypes, interaction screens, flow & architecture graphics, media, and new experiences. The incumbent will work with architects, engineers, and GIS analysts to deliver threat Intelligence dashboards, and visualizations to assist Wildfire forecasting or similar incidents.

This role will describe the Cal OES enterprise through its governance structure, business processes, and business information needs. The incumbent will provide services from IT domains, including Business Technology Management, Solution Engineering, and Information Technology Project Management.

Percent of Time	ESSENTIAL FUNCTIONS
35%	<p>(E) As a UI/UX architect and designer, you will help create a central dashboard for organizing wildfire forecasting, weather information, and threat intelligence information to coordinate and share easily understandable data analysis visualizations with internal and external stakeholders. You will identify target user groups and carry out interviews or other types of inquiry to help understand user needs. Ensure the creation and implementation of customized experiences for the end-user. Produce high-quality solutions through flow diagrams, graphic designs, storyboards, and site maps.</p> <p>As a UI/UX designer, you will facilitate design interviews with internal and external stakeholders and provide user interface design mock-ups and wireframes, iterate incorporating feedback from stakeholder user groups, and get design approvals. You will analyze and evaluate end-user needs through human-centered design to align products with business programs' goals and objectives.</p> <p>You will create and provide a consistent and intuitive user experience and user interface for various Cal EOS applications. You will provide support for all web application development teams responsible for enterprise-wide deployment across all Cal OES business programs and divisions.</p> <p>Collaborate with business program users to develop interactive web applications on Cal OES cloud-based platforms. Design a UI responsive design and interaction flow of web applications. Design and develop interactive web application visualizations by integrating Cal OES information and data. Lead efforts to procure IT applications, products, and services that meet Cal OES UI/UX and accessibility standards.</p>

30%	<p>(E) As a UI/UX design expert, you will develop user experience assets that support and communicate designs to partners and stakeholders, including, but not limited to: service design blueprints, product roadmaps, personas, journey maps, wireframes, flow diagrams, sitemaps, (CONTINUED) prototypes, UI designs. Develop and maintains detailed user interface specifications and standards.</p> <p>As a Senior UX/UI Designer, you will collaborate with cross-functional team members to create elegant and simple solutions for Cal OES businesses and customers. Help build successful customer-centric, data-informed strategic solutions. Collaborate with the solution engineering team, architects, and vendor resources to ensure UI/UX development standards, guidelines, and best practices are being met.</p>
25%	<p>(E) Ensure the development of a unified user experience across all Cal OES Solutions and applications, and facilitate the logical flow through the systems in an intuitive manner. Also, provide custom user interfaces that visually communicate the path laid out by the UX design, and ensure websites and solutions conform to Cal EOS web design and branding standards.</p> <p>Ensure quality and solutions are designed using best practices while complying with current and future Americans with Disabilities Act accessibility guidelines, security regulations, and Cal OES standards. Provide mentoring to other IT staff on the proper use of UX design.</p> <p>Lead and coordinate user acceptance testing events to test and verify that solutions meet the requirements set out by business stakeholders/product owners for successful project delivery. Will work closely with business subject matter experts and IT teams by producing documentation and training materials. Provide guidance on the implementation of UX research techniques and testing activities to assess user behavior.</p>
5%	<p>(E) Build and maintain collaborative relationships with diverse groups of peers, team members, and leadership. Provide reports to executive sponsors, management, and project steering committees. Facilitate meetings with business users, project teams, internal and external stakeholders. Prepare recommendations, presentations, and design analyses to executives/management.</p> <p>Maintain knowledge of the industry and UI/UX, user-centric design trends, best practices, and research emerging methodologies to define and support the Agency's vision, principles, strategies, and goals. Participate in the most complex Cal OES IT-related projects.</p>
Percent of Time	MARGINAL FUNCTIONS
5%	<p>(M) Other Related Duties as Required The incumbent will perform other related duties as required to fulfill the Cal OES mission, goals, and objectives. Additional responsibilities may include, but not be limited to (a) assisting where needed within the program, which may include special assignments; (b) complying with general State and Cal OES administrative reporting requirements (i.e., completion of timesheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and (c) attendance at staff meetings.</p>
OTHER	
<p>The position requires strong team leadership skills in identifying new issues and business opportunities and an ability to work with people with diverse goals, skills, and knowledge. The incumbent must demonstrate good written, verbal, presentation, and interpersonal skills.</p>	

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
STANDING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
COMPREHENSION: Understanding the needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINGERING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING OUTDOORS:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE: Enclosed office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

OTHER INFORMATION

Must have knowledge of state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If you have any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title