State of California
Business, Consumer Services and Housing Agency
California Department of Housing and Community Development

DUTY STATEMENT

Division:	Administration and Management Division
Unit:	Information Technology Branch (ITB)
Position Number:	401-111-1402-XXX (PS 1214)
Classification:	Information Technology Specialist I
Working Title:	SaaS(Software as a Service) Senior Engineer
Location:	HCD Headquarters, Sacramento
Incumbent:	Vacant
Effective Date:	TBD

Department Statement: You are a valued member of the Department's team. You are expected to work cooperatively with team members and others to enable the Department to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your efforts to maintain regular attendance and treat others fairly, honestly, and with respect are critical to the success of the Department's mission.

Job Summary: Under general direction the Housing and Community Development IT Manager I, the Information Technology Specialist I (IT Specialist I) serves as a technical expert responsible for development and ongoing support of HCD applications. The incumbent serves as a highly skilled technical specialist for the most complex applications, Salesforce platform, and other cloud technologies such as Microsoft Azure, ServiceNow and PowerApps. The incumbent possesses expert skills in designing, coding, testing, and maintaining custom, interactive, secure, data-driven enterprise applications, encompassing all phases of the System Development Life Cycle. Works with departmental management to design and develop Salesforce applications that support and enhance HCD programs. The incumbent performs special IT projects as required.

The primary duties of the IT Specialist I lie within Business Technology Management and the Software Engineering, and Systems Engineering domains of the IT Specialist I classification; however, work may be assigned in other domains as needed. Duties include, but are not limited to, the following:

% of Time	Essential Functions:
40%	Work independently at a high-level designing, developing, testing, documenting, maintaining, enhancing, and supporting database applications on various operating and database systems using tools such as, Salesforce, ServiceNow, Oracle, Java etc. to verify stability, interoperability, portability, security, or scalability of system architecture. Work closely with HCD programs to determine business process needs, define solution architecture, create technical specifications, design, develop, and implement solutions on Salesforce and other cloud platforms. Ensure adherence to quality control, IT security standards, and

accessibility guidelines, including tracking, testing, and overseeing remediation efforts. Perform end-to-end Software/Systems Development Lifecycle, including structured code management, environment management, and continuous integration. Participate as needed on multi-departmental task forces, technology forums, advisory committee, etc. that are sponsored by other departments and/or agencies. Explore new and emerging low-code/no-code technologies

40%   Works closely and collaboratively with all HCD entities and partners to analyze Salesforce project requests. Designs solutions that are enterprise scalable and maintainable. Apply security, accessibility, and usability guidelines. Participate in discussions about current and potential Salesforce projects, provide analysis, and participate in making recommendations. The incumbent will work independently on complex configurations, customizations, and development to implement the most complex initiatives. This position should gain expertise in HCD business, architecture, processes, applications, and data environments to align to current standards and adhere to industry best practices.

15%   Conduct research and analysis to make recommendations about Salesforce enhancements, including automation and tools in support of operational improvements. Coordinate with other application development teams on cross-platform projects to expand IT business operations and processes. Provides relevant feedback, recommendations, and work plans to management in support of overall health, efficiency, and optimal operational performance of the supported applications and tools. Assists management in ensuring adherence to security mandates, requirements, policies, procedures, processes, and industry standards and best practices. Provides scheduled and ad hoc reports to management to assist in ensuring policy and procedure compliance. Utilizes strong communication skills to work with a large user-base with conflicting viewpoints on business requirements. Responsible for discussing complex technical solutions to business users and outside agencies in an easy-to-understand non-technical language, to deliver effective technology solutions to end-users. Provide consultation and training on Salesforce applications and tools and other third-party application issues, technologies, and methodologies when required.

% of Time   Marginal Functions:
5%   Responsible for leading quality initiatives to enhance quality and consistency in applications and data areas. The incumbent collaborates with peers, managers, and stakeholders to provide recommendations on making continues and agile improvements, ensures sustainability and quality of systems across the enterprise as well as performs other Information Technology Specialist II job-related duties as required by management.

Special Requirements: (Define all that apply)

   Travel: Up to 5% statewide travel may be required.

Supervision Exercised: None

Conflict of Interest (COI): Form 700 reporting required

Background Check: The position requires a DOJ/FBI Live Scan approval as a condition of employment.

Bilingual, specify language: None.

License/Certification: None.

Medical Clearance: None.

Other, please specify: None.

Physical Requirements: The position requires the ability to sit, stand, read, communicate(verbal and written) fluently and work on a computer for extended periods of time.

Working Conditions (In Office): The incumbent works in an office setting that is air conditioned and may be in a high-rise building with elevator access, cubicle, or office with natural and artificial lighting.

Working Conditions (Telework): The incumbent is required to maintain safe working conditions at the approved alternate work location and abide by the Departments Ergonomic Program guidelines and agrees to maintain a distraction-free remote work environment.

Administrative Responsibility: The ITM I is responsible for all management functions of the DDS section, including performance appraisals, hiring, etc. Additionally, the incumbent has contract management responsibility for all contracts associated with the DDS Section.

Personal Contacts: The incumbent will have daily and frequent contact with all levels of Department management and with vendors and contract staff. Additionally, the incumbent will participate in interdepartmental user groups.

Consequence of Error: The incumbent is expected to act independently, as a member of a team in the duties required and to provide technical guidance to the rest of the staff in the Section. Failure to provide accurate guidance may result in lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, and loss of business continuity. Consequences also include error in making decisions or giving advice that would have a serious detrimental effect on the operating efficiency of the department.

Diversity, Equity and Inclusion: All employees at HCD are expected to uphold the values of diversity, equity, and inclusion (DEI) which includes being committed to fostering an environment in which employees of a variety of backgrounds, cultures, and personal experiences feel welcomed and can thrive. Staff are expected to be respectful of differences, treat others with respect, encourage others to participate, foster innovations, and stay committed to all DEI efforts in the workplace.

Equal Employment Opportunity: All HCD employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they meet during work hours, during work-related activities, and anytime they represent the Department. Additionally, all HCD employees are responsible for promoting a safe and secure work environment, free from discrimination, harassment, inappropriate conduct, or retaliation.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Employee Name: _____ Date: _____

Employee Signature: _____

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

Supervisor Name: _____ Date: _____

Supervisor Signature: _____

*Please return the signed original duty statement to the Human Resources Branch to be filed in the Official Personnel File.