

**DUTY STATEMENT**

DGS OHR 907 (Rev. 09/2022)

RPA NUMBER 25461	DGS OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME COTS Application Solutions	REPORTING LOCATION 707 Third Street, 3rd Floor, West Sacramento	
SCHEDULE (DAYS / HOURS) Monday-Friday, 8:00am to 5:00pm	POSITION NUMBER 306-072-1414-028	CBID R01
CLASS TITLE Information Technology Specialist II	WORKING TITLE Product Lead	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

**CORE VALUES / MISSION**  Rank and File  Supervisor  Specialist  Office of Administrative Hearings  Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

**POSITION CONCEPT**

Under general direction of the Information Technology (IT) Manager I who serves as Section Chief of COTS, the IT Specialist II in the Department of General Services, Enterprise Technology Solutions, is responsible for managing SaaS products for procurement and other divisions including products like eMarketplace and others. The individual in this position performs configuration, infrastructure, storage, and day to day support activities and also works as part of the Enterprise Architecture team to develop SaaS technology strategy and roadmap.

**SPECIAL REQUIREMENTS**  Conflict of Interest  Medical Evaluation  Background Evaluation  Background Evaluation FTB  Office Technician (Typing)

**Conflict of Interest**

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.

**ESSENTIAL FUNCTIONS**

PERCENTAGE	DESCRIPTION
35%	Monitors and conducts eMarketplace cloud infrastructure, including servers, storage, and security devices and other SAS product suites; Develops project plans, manages integration of information systems and/or subsystems, prepares, configures, tests, and deploys integration frameworks, performs regular and security patches and upgrades to maintain system functionality and security; Monitors the production environment to ensure security and privacy of the solution, and escalate and re mediate any external attempts to breach systems.
20%	Acts as a subject matter expert for SaaS/COTS products, establish standards and best practices and guide the architecture and solution decisions; On-board new SaaS/COTS solutions by continuously researching the functional needs of the organization, develops implementation plans including cost-benefit or return on investment analyses; and utilize the knowledge of DGS programs to steer the department towards best of the breed SaaS/COTS solutions.
20%	Collaborates with IT and business teams to understand organizational functional and reporting needs and configure/develop/enhance functionality of relevant products; Provides second-level support to resolve system and end-user issues; Leads and mentors project teams.
10%	Maintains and updates the eMarketplace technical design documentation and other SaaS/COTS products technical documentation with new platform releases and security updates.

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 Current Proposed

PERCENTAGE	DESCRIPTION
10%	Establishes and maintains regular written and in-person communication with organization executives, program chiefs, ETS management, Enterprise Architects, and system subject matter experts by generating and maintaining effective communication for SaaS/COTS products direction/selection.

**MARGINAL FUNCTIONS**

PERCENTAGE	DESCRIPTION
5%	Keeps skills current by participating in educational opportunities; reading professional publications; Attending educational workshops, networking with other IT personnel and vendors by participating in information technology organization forums in order to maintain knowledge of industry trends and practices, and enhance technical knowledge of other staff through training to ensure the sustainability of ETS.

**WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

This position is Hybrid and eligible for telework up to three (3) days a week, in accordance with the Statewide Telework Policy, and will be required to report to the office as needed/required. The successful candidate must reside in California upon appointment.

Fast-paced work environment with competing deadlines and priorities and requiring effective handling of sensitive information. Work effectively under tight time lines, and in high pressure situations, with tact, diplomacy, and effective communications. May be called during off duty hours to respond to emergencies.

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 productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

*I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.*

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

*I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.*

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED