



# Duty Statement

Classification: **Information Technology Specialist II**

Position Number: **275-811-1414-023**

HCM#: **2122**

Branch/Section: **Information Technology Services Branch / Enterprise Solutions Development Division / Business Application Support Services / User Experience & Information Design**

Location: **Sacramento, CA**

Working Title: **Principal User Experience Designer**

Effective Date: **September 1, 2024**

Collective Bargaining Identifier (CBID): **R01**

Supervision Exercised:  **Yes**  **No**

Telework:  **Office-Centered**  **Remote-Centered**  **Not Eligible**

The Enterprise Solutions Development Division (ESDD) is responsible for application architecture, application development and maintenance of custom business solutions, and integration with commercial off-the-shelf software. ESDD leads the major facets of the software development lifecycle including business analysis, user experience and interactive design, user research, development, and quality assurance for CalPERS systems, websites, and applications. ESDD leverages rapid application development techniques for implementing innovative solutions in support of enterprise operations and business needs.

The Business Application Support Services (BASS) section within ESDD is responsible for the business application architecture, design, development, testing, enhancement, and maintenance of commercial off-the-shelf (COTS) and modified-off-the-shelf (MOTS) applications and databases to mission critical systems across the CalPERS.

Under general direction of the Information Technology (IT) Manager I in the User Experience (UX) and Information Design Unit, the Information Technology Specialist II (IT Spec II) performs as the Principal Subject Matter Expert (SME). The Principal UX Designer will work closely with the Director of UX, and an existing team of high performing UX Designers to create the user experience for the core journeys and the more complex products of myCalPERS Member Self-Service, CalPERS Internet and Intranet, and other digital products the team supports. The Principal UX Designer will partner closely with business analysts, developers, testers, and SMEs to enhance the overall quality, value, and experience of our products and core journeys. The Principal UX Designer is involved in all aspects of user experience including gathering and understanding user requirements, creating information architecture diagrams and user flows, building wireframes, high fidelity prototypes and the creation of new concepts. The Principal UX Designer will lead the User Experience for our core set of products and journeys. The Principal UX Designer works independently and cooperatively with others and has the authority to plan and carry out assignments using considerable judgment to achieve objectives with guidance from leaders, designers, and analysts. Adheres to CalPERS user experience design standards, processes, and procedures to provide quality services to the customer. The IT Spec II position works primarily in the Software Engineering Domain.

## Essential Functions

Regular and consistent attendance in the office at least three days a week for teamwork, in-person collaboration, personal interactions with members, stakeholders, and other team members, cross-functional communications within CalPERS. In-person collaboration is essential to promote and foster innovation, creativity, and complete engagement by the team. Coordinating work in person allows the teams to stay functional and aligned with the work of others. Being present in the office is essential to allow for immediate accessibility for discussions, questions, mentoring, or strategy sessions between team members.

- 40%      Onsite<sup>1</sup> and virtually, functions as Principal Lead and SME on the more complex enhancements for CalPERS web products. Transforms ideas, business opportunities, research, and creative vision into tangible products and services that provide clear, usable, useful, and desirable outcomes for users. Creates detailed wireframes, information architecture diagrams, user flows, and prototypes for usability testing. Leads both qualitative and quantitative user research to formulate UX plans and produce UX roadmaps. Leads and establishes CalPERS and UX best practices and design thinking / processes - driving best digital experiences. Leads UX design work in fast moving environment and fluently delivers design while enhancing the quality and experience of the products and internal team processes. Leads teams of UX designers through all phases of product development (SDLC) and iterations. Manages relationships with IT team members and business partners to brainstorm and create concepts which form the user experiences cross channel (mobile, tablet, and desktop). Works in collaboration with key team members, including user experience designers/researchers, business analysts, developers, testers, SMEs, project managers, and visual designers. Advocates for the user, and grounds ideas in data driven solutions to incorporate customer insights and principles throughout the creative process.
- 20%      Onsite and virtually, identifies the user's needs, pain points, and requirements through user-centered design activities. Plans and conducts usability reviews, user research, usability studies and testing, and translates insights into actionable recommendations.
- 15%      Onsite and virtually, leads the development of project schedules and develops project plans. Works independently in identifying and securing UX resources and expertise for large-scale assignments, to support project objectives while developing project task plans and deployment schedules.
- 15%      Onsite and virtually, uses design thinking to explore new concepts and effectively integrate products and services in ways that better solve users' most challenging information management problems. Drives adoptability of user-centered design tools, methodologies, and techniques within the organization by translating user needs into feasible, desirable, and innovative design concepts.
- 10%      Onsite and virtually, provides leadership and mentorship in best practice for human user-centered design and UX foundation principals and methodology, usability standards, and accessibility standards as it applies to the CalPERS Accessibility Policy. Actively participates in conferences, meetings, hearings, or presentations involving problems or issues of considerable consequence or importance.

**Working Conditions**

- <sup>1</sup> This position is designated as office-centered and works primarily onsite at the Sacramento, CA - Headquarters at least three weekdays.
- Workstation is located in a standard multi-level office building accessible by stairs and elevator, with artificial light, height-adjustable desk, and adjustable office chair.
- Prolonged reading and typing on a laptop or keyboard and monitor.

**Conduct, Attendance and Performance Expectations**

- Ability to maintain consistent attendance.
- Ability to demonstrate punctuality, initiative, and dependability.
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance).
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

**Employee Name (Print):**

**Employee Signature:** \_\_\_\_\_ **Date:**

I certify that the above accurately represent the duties of the position.

**Supervisor Signature:** \_\_\_\_\_ **Date:**