DUTY STATEMENT

Employee Name:	Position Number: **580-151-1402-909**
Classification: Information Technology Specialist I (Business Technology Management)	Tenure/Time Base: Permanent/Full Time
Working Title: IT Business Analyst/System Tester	Work Location: 1616 Capitol Ave, Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Application Technology and Services Branch/ Public Health Application & Technology Section/ Public Health Application Development and Support Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the California Department of Human Resource's Job Descriptions webpage.

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating innovative solutions, strengthening partnerships and collaborations, and embracing technology. The Information Technology Services Division (ITSD) leverages data and technology to advance goals and inform action and accountability.

The incumbent works under the direction of the Information Technology Supervisor (IT Sup) II, Chief, Public Health Application Development and Support Unit (PHADSU). The Information Technology

Specialist (ITS) I works independently as a high-level technical specialist on the system and business analysis, system testing, maintenance, operation, defect resolution, and enhancements of complex statewide systems at CDPH.

The ITS I exercises independence and proficiency in troubleshooting, problem solving, handling, and resolving challenging and difficult application production issues that are time sensitive and publicly and politically visible. The incumbent utilizes logic and creativity in analyzing information and situations to draw valid conclusions and develop effective solutions in response to the dynamic needs of the customer.

The ITS I completes work that is routinely performed in coordination, consideration, and consultation with internal and external business partners and stakeholders (i.e. the State WIC Program, the California Department of Technology (CDT), the Office of Technology Services (OTech), the State Controller's Office (SCO), the State Treasurer's Office (STO), local agencies and clinics, grocers, the Office of System Integration (OSI), the Department of Health Care Services (DHCS), vendor consultants, program customers, and other CDPH information technology personnel).

The ITS I performs duties in the Business Technology Management, Client Services, and Information Technology Project Management domains.

Special Requirements

☒ Conflict of Interest (COI)

☐ Background Check and/or Fingerprinting Clearance

☐ Medical Clearance

☐ Travel:

☐ Bilingual: Pass a State written and/or verbal proficiency exam in

☐ License/Certification:

☒ Other: Provides off-hours standby support and may be required to carry a state issued cell phone for those duties.

Essential Functions (including percentage of time)

30% **System Testing and Validation**

Develops manuals and automated regression and functional eWic system test scripts. Maintains a suite of automated test scripts for configuration releases. Updates automated test scripts as necessary based on system development and configuration updates. Performs system integration, stress, and regression tests to verify and confirm system requirements and specifications are coded correctly. Creates, documents, and maintains various test plans, test cases/scenarios, and test scripts to reflect business and system requirements based on the system requirements specification document or other identified requirement documents/artifacts. Performs validation of system patches and server upgrades. Coordinates, facilitates and/or supports User Acceptance Testing (UAT).

30% **Business/System Analysis**

Performs as a leader on system analysis and design, business process reengineering, joint

application development, and supports customer needs at the specialist level. Analyzes, designs, and documents the support of an application development environment and its hosted systems. Attends and conducts walkthroughs of technical and/or business requirements and specifications. Participates in all aspects of the Software Development Life Cycle (SDLC). Works with ITSD staff to ensure system changes or enhancements meet the expectations of management and customers through the development and implementation of applications. Identifies system issues, viable alternatives, and coordinates effective resolution to support the research and analysis of new technologies and functionality as required. Participates in quality assurance peer reviews of project documentation, business requirements, use cases, user stories, technical specifications, test documentation and presentation materials to ensure that the documents meet CDPH standards.

20%   **Change Control Board Analysis**

Provides system analysis on all eWIC system changes and enhancements. Provides input to assist with triaging as part of the initial review and refinement of change requests. Works with ITSD subject matter experts to ensure change requests align with ITSD policies, standards, procedures, and technology. Provides estimates on cost and benefits associated with change requests. Identifies system issues, viable alternatives, and coordinates effective resolution to support the research and analysis of new technologies and functionality as required by Federal/State mandate or program needs.

15%   **Communication**

Communicates effectively with customers and co-workers, both in-person and via written products. Contacts peers and users to discuss business and system test requirements. Develops presentations and reports for projects and leadership. Reviews and provides feedback on products produced by others. Coordinates and presents proposals to customers, co-workers, and management. Develops written high-level and detailed system test artifacts and presents the material to section and program management and staff. Keeps management and other staff abreast of status. Facilitates meetings, keeps meeting minutes, action items, risk and issue logs. Utilizes communication tools such as Microsoft Teams, emails, phone, and text.

Marginal Functions (including percentage of time)

5%   Performs other job-related duties as assigned.

☐ 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.

☐ 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.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

Confidential - Low

HRD Use Only:
Approved By: D.S.
Date: 9/9/24