

DUTY STATEMENT
DSH3002 (Rev. 11/2022)



Box reserved for Personnel Section

		RPA #	C&P Analyst Approval	Date	
Employee Name		Division Technology Services Division			
Position No / Agency-Unit-Class-Serial 461-130-1415-003		Unit Infrastructure Services/Infrastructure Support			
Class Title Information Technology Specialist III Working Title: Server Architect		Location DSH-Statewide			
Subject to Conflict of Interest <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		CBID M01	Work Week Group: E	Pay Differential	Other
<p>Briefly (1 or 2 sentences) describe the position’s organizational setting and major functions Under administrative direction of the Information Technology Manager II, the Information Technology Specialist III (ITS III) demonstrates strategic technical leadership, influence, and expertise that drives the organization's use of technology toward constant improvements at the Department of State Hospitals, in the Infrastructure Services unit of the Technology Services Division(TSD).</p> <p>This position may require 5% travel to any six (6) Department of State Hospital locations.</p>					
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first; percentage must total 100%. (Use additional sheet if necessary).				
20%	Demonstrates expert level strategic technical leadership, influence, and expertise that drive the organization's use of technology toward constant improvements. Develops the enterprise information technology architecture for DSH and advises management on governance and policy that supports continuous improvements on DSH security posture. This includes, but not limited to, conducting technical feasibility studies of emergency products and solutions, and weighing technical viability of current product portfolio that will achieve DSH’s mission, goals and objectives. Collaborates and leads discussions and meetings with engineers across multiple vendors and platforms to address any service issues affecting the DSH IT Infrastructure. The incumbent ensures that system updates or improvements that impact the DSH infrastructure are resolved timely and working as expected. Considered an expert in technologies and conducts research on the most critical and complex system errors or issues that arise. The incumbent provides guidance and mentors other staff, when necessary.				
20%	Creates and maintains existing hardware device and software installation and configuration detailed design documentation and deliverables on all enterprise-wide mission critical systems, including DSH and CHHS multi-departmental support initiatives, including Azure government tenant, Azure commercial tenant, Amazon Web Services (AWS), Automation Platforms such as Ansible, Robotic Process Automation (RPA) tools. Ensures technical compliance with				

	existing DSH policy and procedure governing these systems. The incumbent reviews current TSD policies and procedures to ensure compliance and makes necessary updates; develops and implements new agency-wide policies and procedures. Implements internal controls to mitigate any risks and conducts regular audits to ensure ongoing compliance with governing bodies.
20%	Designs, builds, and implements complex automations, complex scripts using extensive knowledge of data serialization, version controls, continuous integration/continuous delivery, Infrastructure automation testing, Agile methodologies, and Rest APIs.
15%	Initiates and develops implementation plans including cost-benefit or return on investment analyses for any technical solution that would impact DSH IT services. Presents solutions and/or appropriate strategies to senior leadership. Implements approved IT implementation plans and strategies and adjusts plans as technology changes. Designs infrastructure configuration(s) and change management standards or requirements. The IT Specialist III leads and works with project managers to develop and update IT projects as requirements change and to align with DSH compliance.
10%	Leads and mentors project teams. The IT Specialist III provides guidance, expertise and training to junior level IT staff or other teams across the agency. Leads and participates as the expert for TSD on any interagency-wide project, when requested. Manages integration of information systems and/or subsystems. Manages and oversees multiple projects to ensure adherence to project budgets, schedules, and scope. Consistently communicates and follows up with senior leaders and project managers to ensure projects stay within scope; provides expertise, solutions or recommendations, as needed.
10%	Develops plans, processes, documents, updates, and tests for DSH's disaster recovery plan for infrastructure across all five hospitals and main datacenter; works with the Information Security Office to ensure the TRP plan is updated.
5%	Performs other IT Specialist III job-related work as requested by management.
Working Conditions	<p>This position is eligible for a hybrid schedule, which includes up to 3 days of remote work per week but is subject to change based on Department guidelines and business needs. Incumbent may travel throughout California as needed, with prior notice.</p> <p>Independence of action and the ability to manage time and multiple priorities is required.</p> <p>Use of technology, including but not limited to Microsoft Office, Microsoft Teams, WebEx, Zoom, and other virtual platforms is required. Incumbent may be required to sit for long periods of time using a keyboard and video display</p>

	<p>terminal or when traveling to other locations; travel may be required to DSH facilities.</p> <p>If incumbent is working at a hospital, this position requires clearances of Live Scan and Medical Evaluation prior to being hired.</p>
<p>Other Information</p>	<p>Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.</p> <p>The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers. Incumbent must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The incumbent must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and control agencies and other departments.</p> <p>TSD plays a significant role in ensuring continuity and quality of DSH's and its hospitals and psychiatric programs delivery of services and patient care through the delivery of highly effective IT service delivery systems. Consequence of error may result in minor to major IT service unavailability or ineffectiveness, causing direct impacts to the delivery of care to DSH patients. A required function of this position is to consistently provide exceptional customer service to internal and external customers.</p> <p><u>Statement of Economic Interests / Form 700 Requirements:</u> The Political Reform Act requires employees who serve in this position to file a Statement of Economic Interest (Form 700) as designated in the department's conflict-of-interest code. Your Form 700 is due within 30 days of assuming office/position, annually, and within 30 days of leaving office/position. The annual Form 700 due date is determined by the Fair Political Practices Commission and is generally due on or about April 1 of each year. The statements must be submitted to the Sacramento Filing Officer. These statements are public access documents. You will receive reminders from the Sacramento Filing Officer regarding completion of the statements; however, it is your responsibility to ensure you are compliant with all regulations and requirements. For additional information regarding the Statement of Economic Interests or regulations, please contact the Sacramento Filing Officer.</p> <p><u>Ethics Training and Compliance:</u></p>

Pursuant to Assembly Bill 3022 and Government Code 11146.4, employees required to file a Form 700 Statement of Economic Interests must complete an Ethics orientation training course within six months of assuming a Form 700 designated position, and every two (2) years thereafter, by December 31 of each even numbered year. The Ethics training governs the official conduct of state officials. You will receive reminders from the Sacramento Filing Officer regarding completion and documentation of the training; however, it is your responsibility to ensure you are compliant with the required training. Your Ethics training record and certificates of completion are public access documents. For additional information regarding the Ethics training and regulations regarding this requirement, please contact the Sacramento Filing Officer.

I have read and understand the duties listed above and I certify that I can perform these duties and the essential functions of this position with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Employee's Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor's Signature

Date