

DUTY STATEMENT

Employee Name:	Position Number: 580-151-1402-110
Classification: Information Technology Specialist I (Software Engineering)	Tenure/Time Base: Permanent / Full-Time
Working Title: Application and Database Support Specialist	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 Support Branch / Informatics Data Exchange & Applications Section

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.

Under direction of the Information Technology Manager I (ITM I) and/or Information Technology Supervisor II (IT Sup II), the Information Technology Specialist I (ITS I) operates as a technical

specialist for the development and maintenance of software systems and/or software applications. The ITS I will serve as a subject matter expert on projects involving application and database development, technical system configuration, performance tuning, problem resolution, and providing support and maintenance for mission critical applications and systems.

The ITS I will perform duties in the Software Engineering, Systems Engineering, and Business Technology 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: Requires after hours and weekend support as needed.

Essential Functions

- 25% Serves as subject matter expert on application software development life cycle, system administration, and security for new applications at all stages and in all environments. Performs complex system analysis, proposes suggested solutions and design for new development and/or modifications to existing applications and/or systems in compliance with departmental policies, guidelines, and standards. Gathers and develops business requirements, system and program specifications, used cases, test cases, and test reports. Writes programming code for systems and/or modules using various programming languages (i.e. MS Visual Studio, C#.NET, Visual Basic.NET, J2EE, Java Script, XML, and HTML). Uses Rhapsody data integration engine tool to establish communication between data sending/receiving stakeholders. Conducts logic and programming code walkthroughs with peers, development teams, and management. Conducts unit, integration, system, stress tests, and code deployment in all environments. Develops and revises various documents including, but not limited to, migration plans, task checklists, installation and configuration procedures, disaster recovery plans, and software evaluation reports.
- 25% Serves as a subject matter expert in the maintenance and support of application system server software and configuration, including web servers, file transfer protocol (FTP), messaging and database servers. Installs, configures, secures, and optimizes server application software to accomplish interoperability between disparate systems. Configures and administers authentication protocols to protect data in all zones while allowing validated access for system users. Conducts routine maintenance including, but not limited to, server performance monitoring and fine-tuning, security patches, hot fix, backup and disaster recovery testing. Diagnoses, analyzes, troubleshoots, and resolves hardware/software conflicts related to various causes.
- 25% Serves as a subject matter expert in providing database administration, including, but not limited

to, database design, creation and implementation, installation/configuration of database servers and database software, resolution of complex technical problems, database security monitoring, database performance monitoring, database backup and recovery, and database problems troubleshooting and resolution. Develops, evaluates, and maintains standards and procedures related to database design, configuration management, quality assurance, database change control process, database integrity and security, database backup recovery and maintenance activities, implementation plan, installation of new enhancements and releases of software. Uses Structured Query Language (SQL), SQL Server Reporting Services (SSRS), SharePoint, Tableau, or other reporting software to create reports.

10% Performs complex system analysis and design for new development and/or modifications to applications and/or systems in compliance with departmental policies, guidelines, and standards. Gathers and develops business requirements, system and program specifications, used cases, test cases, and test reports. Researches the complex programming problems, identifies problems, develops solutions, and presents recommendations to management and customers. Provides technical support and assistance to internal and external customers, external technical teams supporting business partners, and contracted staff assigned to support CDPH programs. Attends project meetings locally and prepares and maintains project plans and communicates appropriately with business customers at all levels.

10% Develops documentation, training plans, user manuals, and other training material and documentations for systems/applications maintained or built by branch/section/vendor. Plans, coordinates, and conducts walkthroughs and user trainings for changes and modifications to existing/updated systems.

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

HRD Use Only:
 Approved By: HD
 Date: 02/2024