

Department of Financial Protection and Innovation

Position Duty Statement

DFPI HRO 203 (Rev. 07-2021)

NAME AND EFFECTIVE DATE	EFFECTIVE DATE
CLASSIFICATION TITLE Information Technology Specialist I	POSITION NUMBER 410-113-1402-400
WORKING TITLE Service Now Developer	DIVISION/OFFICE/UNIT/SECTION ITO/Application Development Unit
BARGAINING UNIT R01	GEOGRAPHIC LOCATION Sacramento County

General Statement: Under the general direction of the Application Development Unit M&O Manager, the IT Specialist I works independently as the recognized technical specialist on the development and maintenance of the most complex software systems and software activities.

A. Specific Assignments [Essential (E) / Marginal (M) Functions]:

40% (E) [Software Engineering]

Serves as a developer and subject matter expert on complex technical design solutions in software development in support of the department wide applications. Performs comprehensive technical analysis of development and programming solutions for all Department of Financial Protection and Innovation (DFPI) applications. Independently Code and Unit Test the most complex modules according to departmental and Information Technology (IT) industry best practices. Design, develop, and deploy new features and enhancements to existing applications, adhering to established development methodologies and architectural guidelines. Serve as a key escalation point for technical issues and incidents related to applications in production. Coordinate with support teams to investigate and resolve incidents in a timely manner, minimizing downtime and service disruptions. Participate in post-incident reviews to identify root causes and implement preventive measures to mitigate future occurrences. Maintain comprehensive documentation, including technical specifications, system configurations, and troubleshooting guides, to facilitate knowledge transfer and collaboration within the team. Conduct knowledge-sharing sessions and workshops to disseminate expertise and foster a culture of learning and continuous improvement. Performs code review of team development work. Works to provide ongoing coaching, mentoring, and skill development to application developers within the unit.

30% (E) [System Engineering]

Facilitate and support the roll out of enhancements and defect fixes for all DFPI applications. Manage existing DFPI system version updates and new releases, including, but not limited to testing, documentation, user training, and implementation. Responsible for performing level 2 support, administration, and maintenance of the department’s existing applications and platforms.

25% (E) [Business Technology Management]

Interact with other IT units (Network, M&O, Help Desk, and Planning/Project Management) as required to coordinate activities between the various groups. Consult with and advise outside contractors on roles and responsibilities as they relate to development tasks. Participate in planning meetings to ensure overall vision and direction remain intact for all development projects and activities. Coordinates and communicates with external entities (e.g., ServiceNow, Microsoft) to resolve complex issues. Update IT management on progress and resolution of issues.

5% (M) Performs other related duties as required.

B. Supervision Received

The Information Technology Specialist I reports directly to and receives the majority of assignments from the Information Technology Manager I; however, direction and assignments may also come from the Information Technology Manager II.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

100% of this person's contacts will be peers: employees of DFPI.

F. Actions and Consequences

Performing the job inadequately may produce faulty software which is the primary consequence for the unit and/or Department/Division. This could lead to a substantial loss of time for both internal and external users, and possibly money for our external users. At the very least, it will delay the release of defective fixes and enhancements to the department's systems. At most, it could cause entire systems to fail.

G. Functional Requirements

The only physical task performed as part of this position's duties is operating a computer (keyboard and mouse).

H. Other Information

None

CONFLICT OF INTEREST

This position is subject to Title 10, § 250.30 of the California Code of Regulations, the Department of Financial Protection and Innovation's Conflict of Interest Regulations, the incumbent is required to submit a Statements of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st and within 30 days of leaving office.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Employee's Printed Name, Classification

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

Supervisor Signature

Date

Supervisor's Printed Name, Classification