

**California Department of Food and Agriculture (CDFA)
Information Technology Services Division (ITSD)
Information Technology Specialist I
Duty Statement**

I. Program/Position Identification

The Information Technology Services Division (ITSD) is responsible for the oversight and management of all information technology and telecommunications activities including, but not limited to, information technology, information security, and telecommunications personnel, contractors, systems, assets, projects, purchases, and contracts. ITSD is tasked with ensuring compliance with state information technology policy and conformance to state information technology and telecommunications policy and enterprise architecture. The range of services that ITSD provides encompasses the areas of Technology Governance, Application Development Services, Customer Support and Services, IT Infrastructure Operations, Enterprise Architecture, Procurement, and Information Security. ITSD provides IT services to over 2,000 employees in eight major program areas as well as executive and administrative staff distributed over 100 locations throughout the state including district and field offices in 32 counties, two extraterritorial offices in Hawaii and Arizona, and 16 agricultural stations at the state's borders.

Under the direction of the Information Technology Supervisor II, the Information Technology Specialist I (IT Specialist I) will work as an expert level technical specialist in a consulting and Web applications development role. The IT Specialist I demonstrates leadership competencies, works both independently and as part of a team on the most complex system and software projects related to several of the California Department of Food and Agriculture (CDFA) information technology systems of varying priorities, and mission-critical Web applications projects. The IT Specialist I will be responsible for Web application development and perform the programming needs of the CDFA Systems Development Unit. The IT Specialist I is responsible for designing, modifying, planning, installing, configuring, leading, developing, testing, implementing, and evaluating the largest and most complex enterprise-level applications and systems for the CDFA. The IT Specialist I will partner with other ITSD staff to solve the most complex network, server, middleware, and database implementations and shall lead or assist in resolving problems with legacy applications and systems and will participate in communicating and documenting effective resolutions to the appropriate staff and management. The IT Specialist I will have decision making authority related to the design and implementation of Web applications and assists in directing the most critical/complex projects where it is expected that the cost of error in making decisions or giving advice would have a serious detrimental effect on the operating efficiency of CDFA, its divisions, and branches. The scope of this position encompasses primary function of the software engineering domain, with secondary emphasis in the systems engineering and information security engineering domains

The incumbent works collaboratively with the ITSD management team and staff, briefs, and advises the manager, exercises a high degree of initiative, independence of action, and originality, and must demonstrate tact and good judgment. The incumbent must be able to communicate effectively to develop and maintain effective and cooperative working relationships. The incumbent must be able to adapt easily to changing priorities and maintain consistent, predictable attendance in the performance of these specific functions.

Over time, the incumbent will progress through the ranges of the class, and work will increase in complexity as more experience is gained. The incumbent is expected to perform with more

independence and will be assigned progressively more complex and difficult responsibilities. An incumbent in Range A should be able to perform tasks with some assistance, an incumbent in Range B should be able to perform the same tasks with little assistance, and an incumbent who has reached Range C should be able to perform the tasks independently and assist newer staff in the process as needed.

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| Classification: | Information Technology Specialist I |
| Working Title: | Information Technology Specialist I |
| License or Other Requirement: | None |
| Position Number: | 014-015-1402-982 |
| Division/Branch/DAA: | Information Technology Services Division |
| Location: | Sacramento, CA |
| Date Prepared: | January 2025 |
| Work Hours/Shift: | 8:00 AM – 5:00 PM, 40 hours/week Mon - Fri |

II. Essential and Non-Essential Job Functions

A. Essential Functions:

Function #1: Web Application Development/Maintenance 40%

- Demonstrate emerging leadership competencies and work both independently and as a member of a team on the most complex system/software projects related to California Department of Food and Agriculture (CDFA) mission-critical information technology systems and applications, of varying priorities and complexities.
- Research and maintain currency with existing and emerging technologies to influence the development of innovative solutions to technology problems.
- Plan, analyze, design, develop, test, implement, and support the largest, most complex Web application information technology solutions.
- Participate and make recommendations in the development of project plans, including scoping, scheduling and hours estimating, and the identification of technical activities, risks, and potential issues.
- Review and assist in defining system requirements in collaboration with Project managers, customers, and others to ensure requirements clearly define solution needed.
- Ensure requirements for system architecture attributes, capacity, availability, security, performance, and other non-functional attributes are specified and implemented in all solutions.
- Collaborate with end-users, management, and other stakeholders when creating Web applications and systems that satisfy critical business needs.
- Meet with project managers to communicate status, issues, risks, and/or changes to assure that the program's business needs have been addressed.
- Utilize effective communication and technical skills to communicate with all stakeholders to solve complex business and technical challenges and lead to successful results.
- Analyze and prioritize problems and solve them effectively and in a timely manner to ensure business requirements and needs are met.

- Act as expert in Web development for Microsoft IIS-based systems using CDFA standard Web application languages, .NET, and database platforms, SQL Server.
- Apply expert-level IT knowledge to maintain legacy systems and applications that use multiple Microsoft-based technologies.
- Modify legacy software applications and configurations to correct errors, adapt it to new hardware, or upgrade interfaces and improve performance and security consistent with the approved requirements.
- Analyze and evaluate problems or issues related to the progress and completion of work assignments and determine impacts, assess alternatives for resolution, and/or formulate action plans.
- Configure and utilize the reporting components of various tools.
- Configure user access controls to maintain system security and ensure compliance with security and satisfies stakeholder requirements and needs.
- Recommend and perform software maintenance activities.
- Identify and propose software, interface, and database-layer development tools, and estimated costs, training, benefits, and implementation approach for each.

Function #2: Web Services and Database Development Support

30%

- Define, analyze, design, implement, and test Web services and databases necessary to support the implementation of a complete Web accessible business solution.
- Collaborate with the mobile applications team in specifying, designing, and implementing their mobile applications to identify the necessary Web services to support the business solution.
- Collaborate with the Database Office in specifying, designing, and implementing database-layer requirements necessary to support the Web application solution.
- Produce specifications for use by other programming staff in implementing Web services, databases, and related subsystems.
- Recommend appropriate design approach for Web service interfaces, database-layer requirements, communication protocols, and identify risks, issues, and constraints.
- Analyze and configure system hardware/software components in accordance with security requirements, CDFA and ITSD standards, and with industry best practices.

Function #3: Interface Analysis, Design, and Implementation

15%

- Plan, analyze, design, develop, test, deploy, and support complex user and system-to-system interface solutions.
- Perform detailed analysis, define system-to-system interface requirements, and document interface specifications to allow multiple teams to build a functional interface.
- Design and develop user interfaces that are intuitive, consistent with the defined business requirements and process flows, adhere to UI/UX standards, and meet State accessibility and security requirements.
- Design technical interface solutions based on business functional requirements, system functional and non-functional requirements, and pre-defined system specifications.
- Develop user and system interfaces with the intent of re-using the developed software and ensure the interface can be easily modified to adapt to changing business needs.
- Train ITSD development staff in the use of developed interfaces, especially focusing on reusability and modifiability to support long-term maintenance of the interface.

- Perform full development testing of interfaces to ensure compliance with defined interface specification requirements prior to higher-level testing with other systems.

Function #4: Special Projects, Training, Meetings, and Documentation

10%

- Communicate effectively, both orally and in writing with peers, users, external stakeholders, and management staff.
- Consult with CDFA and external users to inform them of functionality and interfaces provided by developed solution, answer questions/inquiries regarding use of the developed solution and facilitate data exchange.
- Research errors in products (“bugs”) using knowledge bases and technical documentation, to identify and correct issues.
- Apply fixes in products (“bugs”) using knowledge bases, technical documentation to identify and correct issues.
- Meet with SDU Supervisor and project managers regarding workload, schedule, priorities, and supporting resource needs to coordinate activities and schedule.
- Write technical documentation to meet maintenance and operations requirements.

B. Non-Essential Functions:

Function #1 – Miscellaneous Duties

5%

- Performs other job-related duties as requested by supervisor.

III. Work Environment

The duties of this position are primarily conducted indoors in an office environment. The incumbent will have a workstation with modular furniture, an adjustable rolling chair, a computer with various software programs, a telephone with voicemail, and stationary filing drawers and bins. The position requires the ability to sit for extended periods of time and operate a personal computer utilizing a mouse and keyboard.

The incumbent must be able to give presentations, participate in meetings, and interact with other staff. They must also be able to: push buttons on a keyboard, calculator, photocopy machine, facsimile machine, and telephone; grasp papers, small objects, and manuals; access upper and lower files and cabinets; and exert up to 15 lbs. of force occasionally and/or a negligible amount of force frequently to move or position objects.

Travel to various CDFA facilities and sites throughout the state as needed using various means of transportation systems; overnight stays, and weekend and off-shift work may be required.

Regular or recurring telework may occur as part of the incumbent’s ongoing regular schedule in accordance with CDFA's Telework Policy.

IV. Employee's Statement

_____ I have read and understand the duties and essential functions of the position. I understand Reasonable Accommodation¹ and how it applies to essential functions. I can perform the duties of this job without Reasonable Accommodation.

OR

_____ I have read and understand the duties and essential functions of the position. I understand Reasonable Accommodation¹ and how it applies to essential functions. I will need Reasonable Accommodation to perform one or more of the essential functions described in this duty statement.

Employee Signature² Date

Supervisor Signature Date

Print Name

Print Name

**CC: Employee
 Official Personnel File
 Supervisor's Drop File**

¹ A reasonable accommodation is an adjustment or modification to a job or workplace that allows qualified employees or prospective employees to perform the essential functions of the job successfully.
² Duties of this position are subject to change and may be revised as needed or required. If/when duties change, you will be provided a revised duty statement to sign.