

<b>Classification Title:</b> Information Technology Specialist II	<b>Branch/Division/Bureau:</b> Information Technology Division
<b>Working Title:</b> IT Systems Administrator	<b>Office/Unit/Section/Geographic Location:</b> Sacramento
<b>Position Number (13 Digit):</b> 411-180-1414-001	<b>Conflict of Interest Position:</b> <input type="checkbox"/> NO <input checked="" type="checkbox"/> YES
<b>RPA Number:</b> 27949	<b>Work Schedule:</b> Monday – Friday, 8:00 a.m. – 5:00 p.m
<b>Employee Name:</b>	<b>Effective Date:</b>

**CORE VALUES/MISSION**

The California Privacy Protection Agency (CPPA)'s mission is to protect Californians' consumer privacy. The CPPA implements and enforces the California Consumer Privacy Act (CCPA). Its responsibilities include: 1) rulemaking in a highly complicated, technical, sometimes contested, and nuanced area; 2) supporting awareness across California's diverse population on issues related to privacy and data security, including the new rights provided to them by the law; and 3) administrative enforcement of those rights.

**POSITION CONCEPT**

Under the general direction of the Chief Information Officer (currently Deputy Director), the Information Technology Specialist II (ITS II) will serve as a Product Owner being the primary liaison between multiple IT systems and the business programs. The ITS II will participate in multiple IT projects to provide expertise in system architecture, data integration, system administration, and contract management, and will directly participate in all project activities. The ITS II will work collaboratively with CPPA's internal teams, other state agencies, such as the California Department of Technology (CDT), contractors, and stakeholders. The ITS II will analyze, design, implement, test, deploy, maintain, and document the operations of the agency's most complex custom DROP application, and similar CPPA technology systems, utilizing commercial off-the-shelf (COTS), and software as a service (SaaS), infrastructure as a service (IaaS), Azure cloud-based development technologies, Azure Functions, and other technology systems. The ITS II will serve as a technical consultant and advisor while performing a wide variety of tasks requiring innovative problem-solving where guidance is not readily available.

**ESSENTIAL FUNCTIONS**

**25% Product Development**

Assist the Data Broker Unit on the implementation of various legislation, including SB 362, the law governing data broker registration ("DBR") and the accessible deletion mechanism (known as the delete request and opt-out platform, or the "DROP") (Civ. Code §§ 1798.99.80-1798.99.89). The DROP includes the development of a new

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software platform that includes a public consumer portal, business registration, payment, and reporting portal, customer relationship management (CRM), data base, and Application Programming Interface (API) to allow consumers to request the deletion of their data from businesses that meet the definition of data broker. Assist in the designing, building, testing, implementing, and maintaining of the DROP, including working with the other state agencies, third parties, contractors, and CPPA internal team.

Provide direction, expertise, and guidance on various technology system implementation, data architecture, and systems support. Assess technical change requests and document technical scope of work, specifications, estimated level of effort and resource requirements. Provide system enhancements and operational support of technology systems, including for the DROP application. Perform analysis, development, testing, and implementation tasks necessary to ensure the effective and efficient functionality of complex, mission critical custom software applications. Perform software troubleshooting, system tuning, evaluations, upgrades, installations, patching, and monitoring of system issues. Document, escalate, and coordinate service interruption issues with external technical support vendors and apply recommended solutions.

**25% Product and Systems Maintenance and Troubleshooting**

Lead CPPA information technology system configuration activities, including those associated with the maintenance and monitoring of the DROP system. Develop the most complex software configuration maintenance and enhancement change requests. Provide the final review of all staff configuration developed changes to information technology systems to ensure that the established departmental technology standards are maintained and that changes have been thoroughly tested prior to implementation in production, including for DROP. Advise management of associated impacts to release schedules and/or composition.

Review the work of others (including peers, team members and/or subordinates) to ensure quality. Ensure software compliance. Develop immediate workarounds, or manual processes, and lead technical staff in their implementation to ensure all configurations in the production system are available. Facilitate the collaboration with other CPPA staff and leadership, outside agency, and contract staff and any external interface staff to resolve issues.

**20% Documentation**

Develop and maintain comprehensive documentation, including business requirements, functional specifications, and user stories for multiple IT systems. Maintain current working knowledge of all CPPA technology platforms in order to develop new internal operating procedures in order to perform gap analysis and provide recommendations for system improvements on these systems. Facilitate technical staff and contractor's development of configuration requirement documentation to ensure that all standards and procedures are followed and all analysis, system requirements, design,

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development, and test procedures and artifacts are documented, reusable, and is readily available to staff and internal and external partners requiring the information. Act as the final review of all developed system documentation before presentation to management. Maintain multiple systems documentation and user manuals. Maintain multiple systems backup and recovery documentation.

**15% Administration**

Establish analysis structures and conduct detailed analysis of business processes and system requirements for multiple IT systems. Manage relationships with multiple vendors, ensuring timely delivery of services and resolution of issues. Coordinate multiple contract acquisitions and renewals, ensuring no disruption to services. Monitor each contract for performance and conduct regular reviews to ensure alignment with department goals. Provide status reports on project tasks and system development for management. Provide management presentations on various status and projects. Lead team meetings and recommend actions for continuous improvement for the team. Perform workload analysis, balance and distribution through use of statistics and products available for informational gathering.

**10% Training**

Provide technical training, mentoring and knowledge transfer to CPPA staff on all aspects of systems analysis, troubleshooting, coding, testing, implementation, maintenance, and operations. Evaluate team members to determine skill level and training requirements. Collaborate with various CPPA staff, if necessary, to create training and presentation materials.

**MARGINAL FUNCTIONS****5% Other Duties as Required**

Work with CPPA policy to achieve broader agency goals of privacy and security. Implement 'privacy by design' approach to all service offerings, balancing IT needs with those of agency mission as leading California privacy and security regulator. Perform other duties as assigned.

**WORK ENVIRONMENT OR PHYSICAL ABILITIES**

- Professional office environment.
- Some travel may be required.
- Monday - Friday workweek with work outside of normal business hours, as needed. The position is part of a distributed team that involves teleworking and reporting to the office as needed/required.
- Daily and frequent use of computer and variety of office software applications.
- Ability to occupy office workstation for extended periods of time.

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**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

\_\_\_\_\_  
Printed Name

**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

\_\_\_\_\_  
Printed Name