

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Information Technology Specialist II	Lead System Developer
NAME OF INCUMBENT:	POSITION NUMBER:
	349-1414-028
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Benefit Solutions Section/ UI Online Operations Group	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Product Development Division	Information Technology Manager I
BRANCH:	REVISION DATE:
Information Technology Branch	3/3/2025
Duties Based on: <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> Call Center/Counter Environment <input type="checkbox"/> May be Required to Work in Multiple Locations <input type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Requires DMV Pull Notice <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) <input type="checkbox"/> Travel May be Required <input type="checkbox"/> Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
On rare occasions / local travel may be required.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) <input checked="" type="checkbox"/> Business Technology Management <input checked="" type="checkbox"/> IT Project Management <input checked="" type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input checked="" type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering	
Under the general direction of the Information Technology (IT) Manager I, the IT Specialist II works as Lead System Operations Engineer in the Employment Development Department (EDD) Product Development Division to plan, strategize and lead department technical projects in support for the Unemployment Insurance Online (UIO) application, leading the team with both state employees and vendor consultants. The incumbent is responsible for the long term and short term implementations, maintenance and operations of the UIO application, the architecture it operates within, including but not limited to, interfaces, connecting interfaces, environments, sensitive and confidential data management. The incumbent ensures the EDD customer needs are met, that systems are high quality,	

efficient, and maintained in Service Level Agreements (SLA) compliance with the Division standards for documentation and performance.

The incumbent works with other development and technical staff on enterprise-wide policy and standards. In addition, the Lead Systems Operations Engineer is responsible for troubleshooting critical component and interface transactional failures. This position performs complex technical tasks and activities for the UI Online system including, but not limited to: environment support, build deployments, source code management and version control, support for production and non-production environments using triaging, monitoring production batch processes, external interface file transfers and data validation. This technical role also supports UIO interfaces, such as BizTalk, Service Oriented Architecture, Web services, SQL Server Integration Services, and other interfaces as required.

Percentage of Duties	Essential Functions
40%	Provides expert of development knowledge, leadership and direction to UI Online teams on large, complex sized new and enhancement projects with teams including support staff, other developers, and customers from within and outside of our IT organization. Performs and leads high level technical tasks in development and support of the core function disciplines within the Product Development Division's lines of business, and serve as development lead as required. Development expert on modern application integration architectures and production migration for business applications at both EDD and Office of Technology Services data centers. The incumbant supports systems to ensure that departments business application delivery systems meet or exceed defined Service Level agreements and work with management and technical experts in all IT disciplines so that they are made fully aware of the features and applied usage of EDD's application hosting environments.
30%	Provide consultation and technical leadership to project teams to ensure success of the Sections assigned business application projects. Respond to escalated Enterprise break/fix server and client problems. Architect and support the evaluation and testing of hardware and software for the server\client infrastructure and systems. Provide expert technical knowledge in the area of complex problem resolution on the departments application hosting environments. Develop, maintain, improve all system documentation, systems and standard operating procedures to ensure technical systems standards are maintained and improved. Orchestrate efforts of analysis, design, build, test, implementation, and maintenance and operations for on-going support. Serves as a technical lead, as required.
15%	Performs increasingly complex analytical activities related to the maintenance and operations of the California Unemployment Benefits Services (CUBS) system and the Unemployment Insurance Online (UI Online) system. Troubleshoots application and environment related problems and provides second-level support and maintenance for the Product Development Division. Works directly with end users, vendors and control agency staff and/or contractors to diagnose IT problems, take corrective action and verify problem resolution. Develops and maintains detailed work plans, schedules and resource allocations.
10%	Troubleshoots application and environment related problems and provides second-level support and maintenance for the Product Development Division. Works directly with end users, vendors and control agency staff and/or contractors to diagnose IT problems, take

Civil Service Classification
Information Technology Specialist II

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If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file