DUTY STATEMENT

Employee Name:	Position Number: **580-151-1414-909**
Classification: Information Technology Specialist II (System Engineering)	Tenure/Time Base: Permanent/ Full Time
Working Title: Lead Application Developer & Administrator	Work Location: 1616 Capitol Avenue, 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/ Public Health Applications and Technology 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 customer focused solutions that are responsive and agile; supporting a modern infrastructure, tools, architecture, and standards; to effectively provide efficient services following service level agreements. The Information Technology Services Division (ITSD) leverages data and technology to create sustainability across CDPH by creating efficient solutions that meet customer expectations and reduce waste. As well as, creating innovative solutions, strengthening partnerships and collaborations, and embracing technology.

Under general direction of the Information Technology Manager (ITM) I, Chief, Public Health Applications and Technology Section (PHATS), the Information Technology Specialist (ITS) II, serving as Lead Application Developer and Administrator, provides leadership and execution of application development and architecture standards and provides guidance on work activities and resources for CDPH application development teams. The ITS II ensures application architect and enterprise-wide shared on-premises, managed cloud services, and cloud application services align with the CDPH Vision for 2035 while ensuring the most complex/critical information interoperability is established between other CDPH programs, state departments, federal programs, and external vendor Software as a Service (SaaS) service providers.

The ITS II leads and supports software design, development, and maintenance of low code/no code platforms systems and/or software applications. The ITS II performs a wide variety of tasks such as application development, system administration, system testing, change control, implementing DevOps processes and performance monitoring which are routinely performed in coordination, consideration, and consultation with internal and external business partners and stakeholders. Exercises a large degree of independence and proficiency in troubleshooting, problem solving, handling and resolving the most challenging and difficult application issues that are time sensitive and publicly and politically visible. The ITS II completes work in coordination, consideration, and consultation of external and internal business partners including the California Department of Technology (CDT), State and Federal Control Agencies, vendor consultants, local health departments, other state departments and information technology (IT) personnel.

The ITS II participates in change release activities outside of normal business hours. In addition, acts as the after-hours coordinator to monitor, receive, and respond to production related communication and messages outside normal business hours.

The ITS II performs duties within the System Engineering, Software Engineering and Business Technology Management domains.

Special Requirements

☒ Conflict of Interest (COI)

☐ Background Check and/or Fingerprinting Clearance

☐ Medical Clearance

☒ Travel: 5% In-State travel to remote offices

☐ Bilingual: Pass a State written and/or verbal proficiency exam in

☐ License/Certification:

☒ Other: This position supports mission critical time sensitive project and systems and may require work after hours to provide support or complete assignments.

Essential Functions (including percentage of time)

30%　Leads and facilitates the overall development, maintenance, and implementation of CDPH applications. Serves as an advanced subject matter expert and lead on the application, system administration, security, best practice recommendations, and approval to new application development at all stages and environments (i.e. development, testing, training, production). Develops, customizes, and configures Microsoft Dynamics 365 applications to meet business requirements. Collaborates with business analysts and stakeholders to gather and analyze requirements. Designs and implements solutions using Dynamics 365, Power Apps, Power

Automate, and other components of the Microsoft Power Platform. Integrates Dynamics 365 with other systems and third-party applications. Creates and maintains technical documentation, including design specifications, test plans, and user guides. Troubleshoots and resolves issues related to Dynamics 365 applications, Power Apps and other components. Performs and documents root cause analysis reports. Performs system testing and quality assurance to ensure applications meet business needs and performance standards. Provides ongoing support and maintenance for Dynamics 365 applications.

25%   Maintains expert working knowledge of industry technologies, best practices, and trends; makes recommendations to management on the adoption of new tools, platforms, processes, and procedures to improve operational efficiencies. Designs, configures, and manages standards of requirements for project plans for IT projects, while ensuring adherence to budget, schedule, and scope. Reviews software architecture and makes recommendations regarding technical and operational feasibility. Conducts security analyses, and reports statuses to leadership; performs risk assessments and recommends IT solutions on CDPH information security processes; analyzes incident-related data and determines the appropriate response; develops implementation plans including cost-benefit or return on investments. Writes technical documentation/end user training of complex systems, processes, and procedures with sufficient detail to enable other technical staff to support and maintain systems. Provides high-level technical expertise, leadership, communication, and mentoring support to project team members, technical staff, vendor consultants, and program customers aligning with technological modernization strategies in support of CDPH programs.

25%   Provides recommendations regarding application or system issues in support of CDPH strategic planning and goals. 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, use cases, test cases, and test reports. Writes programming code for systems and/or modules using various programming languages including, but not limited to, MS Visual Studio.NET, C#.NET, J2EE, JavaScript, XML, HTML, PL/SQL, Stored Procedures, and Functions; and various databases including but not limited to MS SQL on a Windows and Web platform. Conducts logic and programming code walkthrough with peers, team lead, and management. Conducts unit, integration, system, and stress test. Develops and continues to revise various documentation including but not limited to migration planning, action tasks checklist, installation and configuration procedures, disaster recovery manual, software evaluation reports, data and images quality history log, and upgrade proposal presentations.

15%   Performs M&O work using the technology tools, platforms, and programming languages (e.g. Azure Cloud services, F5.NET Framework, VB.NET, ASP.NET, XML, JSON, Python, DevOps, DNS, LDAP, Power Designer, Cherwell, ServiceNow, Okta, Octopus Deploy). Develops and presents to staff, management and CDPH business partners end-to-end detailed project work plans, diagrams (ERD's, process flows, system architecture designs), and project artifacts. (technical specifications, data dictionaries, schemas). Demonstrates leadership and expertise in identification and resolution of complex new issues and provides recommendations regarding system enhancements, while considering the customer's business needs. Develops high-level and detailed work plans and presents the materials to business partners, senior leadership, and change control boards. Informs senior leadership of project status and identifies resource requirements. Researches technical issues and contacts users to discuss business and system requirements. Presents recommendations orally, in presentations, and/or in writing. Communicates effectively, both orally and in writing with peers, clients, and customers at all levels.

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: D.S.
Date: 3/5/25