DUTY STATEMENT

Employee Name:	Position Number: **580-151-1402-048**
Classification: Information Technology Specialist I (Software Engineering)	Tenure/Time Base: Permanent/ Full Time
Working Title: IT Developer- Low Code/No Code	Work Location: 1616 Capitol Ave, 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 Application and Technology Section/ Public Health Application Development and Support Unit

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 direction of the Information Technology Supervisor (IT Sup) II, Chief, Public Health Application Development and Support Unit, the Information Technology Specialist (ITS) I works independently to support the development, operation, security, innovation, and maintenance of CDPH program's web-based, mission critical applications, database systems, and enterprise business applications. The ITS I has broad, independent, professional responsibility and accountability over CDPH's most critical statewide applications, server maintenance and operations (M&O), and enhancements to projects hosted, such as in the CDPH Tenant Managed Service Premium (TMS-P) and the Office of Technology (OTech) Managed Cloud Service (MCS) datacenters.

The ITS I completes work activities routinely performed in coordination, consultation, and collaboration with external and internal business partners including, but not limited to, the State Women, Infants and Children (WIC) Program, local agencies and clinics, statewide grocers, vendors, consultants, California Department of Technology (CDT), Office of Technology and Solutions, State Treasurer's Office, Department of Health Care Services, and other CDPH IT professionals.

The ITS I performs duties within the Software Engineering and System Engineering domains.

Special Requirements

☒ Conflict of Interest (COI)

☐ Background Check and/or Fingerprinting Clearance

☐ Medical Clearance

☒ Travel: Occasional (less than 5%) to CDPH remote offices.

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

☐ License/Certification:

☒ Other: Occasionally work after- hours and weekends to support critical online production processes. Occasionally will carry a state issued smartphone mobile device.

Essential Functions (including percentage of time)

30%   Develops, configures, customizes, maintains, and supports Microsoft Dynamics 365, Power Apps, Power Automate, and other components of the Microsoft Power Platform. Collaborates with business analysts and stakeholders to gather and analyze requirements. Provides system testing and quality assurance to ensure applications meet business needs and performance standards. Assists with troubleshooting to resolve issues related to Dynamics 365 applications, Power Apps, and other components. Serves as subject matter expert on the application, security, best practice recommendation for new application development at all stages and environments (i.e. development, testing, training, and production).

25%   Designs, develops, tests, integrates, implements, enhances, and maintains complex CDPH application and database systems. Performs as an application developer on complex systems analysis and design, business process reengineering, joint application development, and supports customer needs at the specialist level. Provides operational support for applications and systems developed and hosted on Windows, Microsoft SQL, Azure Cloud, Power BI, Log Analytics, Oracle, .NET, FTP, z/OS, Databricks, and Tableau environments. Such applications include, but are not limited to, advanced transaction based and content-oriented web development, mobile, MIS/EBT, and other CDPH Program application and database systems.

Develops web and API services. Develops code modules to integrate and interface new systems with existing systems using multi-tier enterprise application architectures. Utilizes object-oriented languages and develops and maintains applications utilizing application development technologies such as Windows, .NET Framework, ASP.NET, T-SQL, PL/SQL, Visual Studio, React, SQL Server, Oracle, Stored Procedures, PowerShell, LDAP, Active Directory, JavaScript, HTML, CSS, administers Okta MFA, Octopus, administration/configuration of Apple App Store and Google Play store, DHTML, XML, IIS, ISA, JSON, Python, AJAX, DevOps, ETL, EOD, batch processing, digital signature integrations, server and network configuration and architecture, and associated Web application development tools and utilities.

25%   Performs studies and research analysis related to technology projects; provides IT consultation in support of business programs; coordinates and consults with users, administrators, and engineers to identify business and technical requirements; develops and sustains cooperative working relationships with project stakeholders; identifies infrastructure system requirements and recommends technology standards and methods to support organizational needs. Conducts research and performs analysis to recommend system upgrades, cost-effective solutions, and process improvements; troubleshoots, tracks, and conducts root cause analysis of system/database/operational issues. Acts in a leadership role and demonstrates technical versatility for lower-level staff aligning with technological modernization strategies in support of CDPH programs.

15%   Participates as a team member in the response to production incidents and calls; performs impact assessment; and provides, research, analysis, and mitigation resolution to restore service. Resolves complex problems in IT applications using advanced software debugging techniques; determines and develops solutions; codes, unit tests, conducts code review, ensures version control is established; and installs revised applications in response to problems or incidents. Ensures that management, program partners, help desk personnel, and internal and external stakeholders are kept informed with periodic updates and status of resolution. Participates in production incident debriefs, presents findings, and makes recommendations to management to prevent future incidents. Presents recommendations orally, in presentations, and/or in writing.

Performs accessibility testing and modifications of software applications and operating systems to ensure compliance with Section 508 of the Rehabilitation Act of 1973, and the Web Content Accessibility Guidelines (WCAG) 2.1, Level A and Level AA standards.

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: 3/11/25