

**Department of Consumer Affairs**

Position Duty Statement

HR-41 (9/19)

<b>Classification Title</b>	<b>Board/Bureau/Division</b>
Information Technology Specialist I	Contractors State License Board (CSLB or Board)
<b>Working Title</b>	<b>Office/Unit/Section / Geographic Location</b>
Web and Application Developer	Office of Information Technology / Client Server Applications Unit – Sacramento
<b>Position Number</b>	<b>Name and Effective Date</b>
622-120-1402-004	

General Statement: Under the direction of the Information Technology Manager I (ITM I) the Chief Technology Officer for the Department of Consumer Affairs, the IT Specialist I (ITS I) is responsible for serving as the Software Application Developer, demonstrating an in-depth understanding and expertise in the development and maintenance of application services and technologies to perform a wide variety of tasks requiring regular innovative problem-solving. Supports complex enterprise application development efforts which may include planning, design, development, testing, deployment, user training, and troubleshooting. The incumbent independently performs as a high-level technical specialist and leader on assigned activities; acts as a solution architect analyzing operational methods and developing programs to meet CSLB’s desired business needs/results; and possesses expert knowledge and skills to implement and maintain CSLB’s IT projects, Web Application design and development, Web forms, Systems and Applications. The incumbent designs solutions that take paper and manual processes to online real-time services. The ITS I position is in the Software Engineering domain. Duties include, but are not limited to, the following:

**A. SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]**

**30% Web Application Development (E)**

Support a variety of complex IT Web applications and functions related to the maintenance and on-going support of CSLB mission critical public website and online services including Instant License Check, Find My Licensed Contractor and Public Data Portal. Support Board’s Intranet, critical Web forms and applications, and application architecture and security. Develop applications using a variety of programming languages including Java, C#, VB.NET, JQuery, HTML 5, CSS, JSON, JavaScript, Web Services and XML, and technical release management. Meet growing demands to make services available online for residents of California; establish procedures, operations, and reference materials for the application services provided. Responsible for web application development, maintenance, and operation.

**25% Modern Applications Support (E)**

Apply technical expertise in implementing CSLB’s Licensing, Enforcement Systems. Supports secure regulatory operations including document management, workflows, online services, audit trails, and application Interfaces. Support modern architecture framework that includes web portals, adhoc query tool, reporting engine and other components incorporating a modern and intuitive user interface. Support custom workflows, integrated multi-level security, document and correspondence management,

automated notifications, full audit and logging, secure interfaces and more. Provide advanced development skills in the following areas: C#, IIS, Security, Database interactions, Service creation and usage, Data serialization with JSON, SOAP and XML, WebForms, Javascript and Razor development, in the development and design of new Web Applications, Forms, and Online Services. Acts as liaison between software developer team and business integration team to ensure that all software versions are thoroughly tested and meet business and technical requirements before submitting request to build latest software version. Provide maintenance and support for application updates/patches, security hardening, backup and disaster recovery, monitoring and automation, performance tuning, ADA testing, analytics, and content changes. Research, analyze, and institute best practices to improve technology standards, processes and procedures.

**15% Database Administration and ADA Support (M)**

Work with lead database administrator, provide database-related Software Administration and Support: Analyze, evaluate, select, configure, test, install, administer, and maintain database middleware, SQL databases and other related utility software that support the development and operation of database applications. Provide support for database librarian functions, such as maintaining server encyclopedias and repositories, application metadata repositories, and data dictionaries. Act as database administrator backup for the board. With AB434, the Board must be American Disabilities Act (ADA) compliant. Develop professional user interfaces that is ADA compliant with proper validation and messaging. Be knowledgeable of the different levels of ADA compliance and the difference between ADA compliance and ADA usability, be able to check and make PDF's, Word documents, Desktop application Forms, ASP.NET WebForms, and ASP.NET Razor pages ADA compliant, ensure that user interfaces have a consistent and professional look and feel, and make sure that entry fields are properly validated with proper messaging.

**10% Intranet Maintenance (E)**

Perform application programming tasks and/or administer Intranet Site maintenance (Intranet, Intranet Forms, and Applications). Determine and document requirements, respond to and produce code for Intranet Site modification requests using a variety of programming languages, utilize a variety of programming software applications to support Intranet functionality, and generate management reports. Modernize intranet site.

**10% Troubleshooting and Availability (E)**

Assist with application troubleshooting, application performance issues, root cause analysis, and implement solutions to fix application defects. Work collaboratively with mainframe programmers, network systems administrators, third level application support teams and product vendors. Provide expertise and assistance for production incidents. Act as a liaison with vendors to report and troubleshoot special purpose vendor supplied application software problems. Prepare and review disruption reports and correction plans and keep IT management informed in a timely manner.

**5% IT Security (E)**

Maintain knowledge of State IT security policies and directives. Proactively be responsible for ensuring the rigorous application of the most current information security policies,

principles, and practices are applied in the delivery of internet and intranet web services. Take immediate action in applying policies, directives, etc. to ensure the availability and security of systems applications.

**5% Documentation (E)**

Produce and maintain system application documentation and document application features for user testing. Prepare end user training material. Conduct and document business requirements and perform detailed system analysis to determine the impact on other applications and/or systems interfaces. Develop and document the design specifications, analyze programming structure, and apply advanced modeling techniques to ensure interfaces are meeting functionality requirements. Perform ongoing complex tasks which include establishing policy for access control, application version control methodology, application documentation procedures and creating policy to evaluate and prioritize user enhancement and problem requests. Perform and write documentation related to the resolution of complex technical and non-technical problems. Prepare documentation for changes and enhancements and perform cost benefits analysis.

B. Supervision Received

The incumbent is under the direction of the ITM I and may also receive direction from the ITM II.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

Incumbent has daily contact with all levels of the Information Technology Division staff, consultants/vendors, CSLB staff, California Technology Agency staff, Office of Technology Services staff, Control Agency staff, Department of Consumer Affairs Office of Information Systems staff and other government agencies. Incumbent advises CSLB IT and program management, administrative and executive staff on the planning, development and coordination of IT issues. This includes the operations, installation, and construction of information systems on a regular basis. The incumbent advises technical staff and system users to provide and make recommendations regarding systems and problems requiring resolutions. The incumbent coordinates problem resolution and ensures conformity of methods and best practices. The incumbent contacts users to discuss business and system requirements, contractors to provide contract oversight and contacts vendors to discuss existing or new technology. The incumbent communicates effectively, both orally and in writing, with subordinates, peers, clients, and customers at all levels. The incumbent demonstrates high level communications and interpersonal skills, as well as presentation skills applicable to all levels of audience.

F. Actions and Consequences

The incumbent makes technical decisions and program modifications impacting the direction and functionality of CSLB's complex IT systems and applications. Poor technical decisions and failure to exercise good judgment in carrying out the duties may result in the

unavailability of mission critical systems. Should a system become unusable, it could cause substantial workload backlogs in every unit/function from Licensing, Examination and Enforcement, and result in unavailable services to consumers, and cause harm to licensees and applicants.

G. Functional Requirements

Incumbent works in an office setting with artificial light and temperature control. Daily access to and use of a personal computer, telephone and computer room is essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position. The incumbent must occasionally move equipment weighing up to 25 pounds. When dictated by workload and systems maintenance, the incumbent may work a varying work schedule, be on-call during non-office hours, work weekends, swing shift (4 p.m. to midnight), or grave shift (midnight to 8 a.m.).

H. Other Information

This position requires confidentiality and discretion due to the sensitivity of the documents handled. Incumbent must possess good communications skills, use good judgment in decision making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to CSLB management and staff needs. Regular and consistent attendance is required.

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week and may be required to work specified hours based on the business needs of the office. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior and work cooperatively with others. Incumbent will be required to submit fingerprints to the Department of Justice for criminal history background clearance and be cleared before hiring.

The incumbent must have the ability to work under changing priorities and deadlines, be able to reason logically and creatively, utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives, research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

## Desirable Qualifications

COTS solutions support; Multi-tiered, data driven database and programming architecture; database design principles and techniques; MS SQL databases; Java, Weblogic, XML, XST, XSI, or .Net based programming, installation, maintenance and troubleshooting; debugging/troubleshooting tools and techniques used to assess problems within a computer program/application; and application deployment methodologies to develop and perform necessary migration tasks (e.g., data conversion, software installation/instructions, migration plans, change and release management) to properly manage deployments. Ability to: Learn a new COTS solution, Database Management Systems (DBMS) technology and become productive within a reasonably short duration; design and build enterprise utilities; interpret data models (e.g., Entity Relationship diagram) to develop an application; design data models to meet system requirements; reason logically and creatively; identify and document problems; draw valid conclusions and develop effective solutions; and manage priorities in a team environment.

Knowledge of:

- Strong working Knowledge of Microsoft .NET technologies (e.g., C#, VB.NET, .NET Core/.NET 5, MVC, Entity Framework, Identity)
- Strong working knowledge of SQL, SQL Server, SQL Server Reporting Services
- Knowledge and Experience with HTML/CSS, jQuery, JavaScript, Razor Pages, Bootstrap
- Knowledge and experience with JS Framework (e.g. Angular, React, SASS, NodeJS)
- Knowledge and experience with Team Foundation Server, MS Visual Studio
- Knowledge and experience with ADA compliance
- Strong analytical and troubleshooting skills
- Ability to manage multiple tasks or projects, adjust to shifting priorities, meet deadlines
- Great customer service skills and communication skills including IT documentation
- Knowledge and experience with information security risk, mitigation, policy compliance and governance
- Knowledge of industry best practices

**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.)

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Employee Signature

Date

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Employee's 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.**

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Supervisor Signature

Date

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Supervisor's Printed Name

**Approved: 04/2025 HM**