

**DUTY STATEMENT**

Employee Name:	Position Number: 580-152-1401-909
Classification: Information Technology Associate (Business Technology Management)	Tenure/Time Base: Permanent / Full-Time
Working Title: Technical Writer and Branch Coordinator	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: Technology Integration Services Branch

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 supervision of the Information Technology Manager (ITM) I, Chief, Technology Integration Services Branch (TISB), the Information Technology Associate (ITA) serves as a meticulous and detail-oriented Technical Writer on our dynamic team. The ITA is responsible for creating clear, concise, and comprehensive technical documentation that effectively communicates complex information to a variety of audiences. This role requires exceptional writing skills, a strong understanding of technical subjects, and the ability to work collaboratively with engineers, developers, and other stakeholders.

The ITA performs duties within the Business Technology Management domain.

---

**Special Requirements**

---

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☐ Travel:
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

---

**Essential Functions (including percentage of time)**

---

45% Responsible for producing high-quality technical documentation, including user manuals, system guides, product specifications, security and GenAI documentation. Develops content that simplifies complex technical concepts, making them accessible to both technical and non-technical audiences. Creates diagrams, charts, and other visual aids to enhance the clarity of the documentation; maintains and updates existing materials to ensure they remain accurate and relevant. This includes organizing and managing documentation repositories to allow for easy access and retrieval while implementing and adhering to established documentation standards and best practices.

Works closely with subject matter experts, engineers, developers, and product managers to gather the necessary information to understand the technical aspects of products and systems. This may involve conducting interviews, attending meetings, and performing research to ensure a comprehensive understanding of the subject matter. Participates in product testing, providing firsthand experience and insights into product functionality.

Performs quality assurance by reviewing and editing documentation for clarity, grammar, consistency, and accuracy; ensures that it meets industry standards and complies with company guidelines; and verifies effectiveness of the documentation by conducting usability testing.

Utilizes project management skills in planning, scheduling, and prioritizing documentation projects to meet deadlines and project milestones; tracks progress and reports on the status of documentation tasks; and coordinates with other team members to ensure the timely completion of documentation deliverables.

25% Performs well-defined tasks requiring occasional innovative problem-solving within technology

governance and process improvement guidelines. Develops and updates ITSD controls to ensure the availability of systems and databases; enhances and maintains information technology software solutions; gathers, documents, and reviews system requirements and specifications aligning with technological modernization strategies in support of CDPH programs.

- 25% Assists in coordinating internal operations to ensure seamless communication and workflow. Maintains accurate records, handles correspondence, and addresses any operational issues that arise, creating a cohesive and efficient work environment.

Supports staff by coordinating schedules, organizing training sessions, and providing solutions to any concerns. Plays a key role in customer service, interacting with clients and resolving inquiries in a professional manner. Facilitates collaboration and fosters effective communication between sections, organizing meetings, and ensuring that all team members are aligned with the Branch's objectives, contributing to the overall success and productivity of the Branch.

---

**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: 4/14/25