

DUTY STATEMENT

Employee Name:	Position Number: 580-151-1401-005
Classification: Information Technology Associate (Software Engineering)	Tenure/Time Base: Permanent/ Full Time
Working Title: Developer/System Support	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 Development and Support Branch/ Enterprise Database Administration and Support Section/ Vital Records Business Applications 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 general supervision of the Information Technology Supervisor (IT Sup) II, Chief, Vital Records Business Applications Unit (VRBAU), the Information Technology Associate (ITA) performs a variety of recurring, well-defined tasks requiring occasional innovative problem-solving within guidelines and scope that may encompass one or more units, functions, or processes in multiple program areas and domains. The ITA analyzes, develops, documents, and implements software that adheres to CDPH Enterprise requirements. Creates, enhances, and maintains information technology (IT) software solutions. Gathers, documents, and reviews system requirements and specifications; develops test plans, reports, and user manuals and conducts user training. Tests, debugs, and evaluates software and hardware to make sure they are integrated well with each other. Researches, configures, and tests hardware and software to ensure seamless integration, cost-effective solution, and improves CDPH's operation. Responsible for gathering user requirements and/or identifying system problems; analyzes, documents, develops, and presents recommended solutions to various audiences.

The ITA performs duties within the Software Engineering and Client Services domains.

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)

- 30% Works independently or with a team, under a technical lead, to perform analysis and programming duties. Researches and evaluates software and hardware technologies that are best suited for the project and are in compliance with the Department's IT system security infrastructure and application development standards. Participates, develops, organizes, schedules, and conducts Joint Application Development (JAD) sessions to identify business requirements, system functional requirements and constraints. Performs comprehensive analysis of the project business requirements, constraints, data structure, network infrastructure, business workflow and process flow, software and hardware needs, and user interfaces for the development of the n-tier systems. Develops, documents, and maintains detailed system documentation including program specifications, technical specifications, database diagrams, process flow diagrams, workflow diagrams, and program logic to support the Department's business needs. Conducts structured walkthroughs of program logic and program code to verify effectiveness of program structure and adherence to coding standards. Participates in the conceptual database design, and collaborates with other entities to address data collection, and transfer and integrity issues at the state and local level. Develops and documents test plans; creates test scenarios to reflect system requirements; and conducts module and/or system testing to verify program logic. Debugs program code and applies corrections as necessary. Develops formal change requests and recommends alternative solutions to business problems.
- 30% Performs system analysis and designs 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, and used cases. Writes programming code for systems and/or modules using various programming languages including, but not limited to, Microsoft Power Apps, MS Visual Studio.NET, C#.NET, Visual Basic.NET, J2EE, Java Script, XML, HTML, PL/SQL, Stored Procedures, and Functions; various API including but not limited to Ascent Capture, and Kofax SDK Tool; and various databases including but not limited to MS Access, MS SQL, Oracle, and MySQL 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 plan, action tasks checklist, installation and configuration procedures, user manual, software evaluation reports, data and image quality history log, and upgrade proposal presentation.

- 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 review system requirements and specifications aligning with technological modernization strategies in support of CDPH programs.
- 10% Meets with customers to identify business needs; troubleshoots, resolves issues, and develops schedules to implement solutions. Provides desktop/application support and assistance to the internal and external customers, external technical teams, supporting business partners, and contracted staff assigned to support CDPH Program. Conducts user training and acts as a first level of application support. Provides technical presentations to a variety of audiences; regularly provides status reports to management; and participates in meetings as necessary.

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: 4/15/25