**DUTY STATEMENT
DEPARTMENT OF JUSTICE**

**APPLICATION DEVELOPMENT BUREAU**

**CRIMINAL JUSTICE INFORMATION SYSTEMS BRANCH**

**INTEGRATED APPLICATIONS AND SERVICES SECTION**

**OFFENDER REGISTRY APPLICATIONS UNIT**

**JOB TITLE:** Information Technology Specialist I (ITS I)

**POSITION NUMBER:** 420-860-1402-021

**INCUMBENT:** Vacant

**PRIMARY DOMAINS:** Client Services, Business Technology Management

**SECONDARY DOMAINS:** Information Technology Project Management

**STATEMENT OF DUTIES:** Under the general direction of the Offender Registry Applications Unit (ORAU) Information Technology Supervisor II (ITSup II), the Information Technology Specialist I (ITS I) is a member of the mission critical Systems Analysis team that maintains and monitors the cohesiveness between the technology and program clients. Accordingly, the ITS I is responsible for sustaining effective communications with all stakeholders and team members, possessing keen analytical skills, and demonstrating the ability to problem solve. These attributes are essential for the successful navigation through the business analysis, systems analysis, product development, systems maintenance, and project management intersecting processes.

The unit’s system portfolio includes the California Sex and Arson Registry (CSAR) and the Centralized Investigative Component (CIC). The ITS I works closely with program clients, ORAU application developers, database administrators, and consultants. The incumbent’s duties include, but are not limited to, performing systems analysis that entails reviewing and seeking clarification about the business and functional requirements. In addition, the incumbent identifies and reviews technical requirements with other ITS I and II’s who are responsible for software and system engineering. Similarly, the incumbent collaborates with ORAU’s developers, administrators, and consultants to facilitate the completion of as-is system architecture, database schemas, programming code, testing certifications, and disaster recovery documents are completed. Further, the incumbent works with the same team to document and recommend to-be technical solutions. The ITS I is the central Customer Relationship Manager (CRM), which requires monitoring and processing requests submitted to ORAU’s intake process. The CRM systems include a unit email in-box, a JIRA application, and an Application Development Bureau service request System. The incumbent may participate on projects as a systems analyst, technology coordinator, or project coordinator.

**SUPERVISION RECEIVED:** Under general direction of the Information Technology Supervisor II (ITSup II).

**SUPERVISION EXERCISED:** None.

**TYPICAL PHYSICAL DEMANDS:** Ability to work at a computer terminal for extended periods of time and to lift, carry, and move up to 20 pounds.

**TYPICAL WORKING CONDITIONS:** Modular work station in a smoke-free environment.

**ESSENTIAL FUNCTIONS:**

**50%** **Client Services**

Review technical specifications and standards as established by the Enterprise Architecture Committee and Information Security Office, and work with ORAU ITSup II to incorporate standards into applications, databases, interfaces, reporting tools, and processors.

On behalf of ORAU, serve as a primary resource for reviewing and seeking clarification on program client business and functional requirements.

Assist with the creation and update of as-is system documentation including system technical specifications and requirements, conceptual and logical architecture designs, data dictionaries, test scripts, test certifications, and other related artifacts.

Conduct systems analysis with ORAU software/system engineering staff, which requires leading discussions related to technical requirements, researching solution options, evaluating options, documenting market survey findings, making solution recommendations, and preparing to-be solution documentation.

Monitor applications, databases, interfaces, and processors production environment performance to certify technologies meet technical and program client’s service level agreements.

Identify, document, and advise management on system related problems and make recommendations for the resolution of those problems.

Collaborate with other ORAU staff to maintain and update the disaster recovery manual for the unit’s applications, databases, interfaces, reporting tools, and processors.

Participate in the development, maintenance, and tracking of requirements traceability matrices related to projects, enhancements, JIRAs, and service requests workload.

Assist ORAU ITSup II with the identification and monitoring of cross training and knowledge transfer efforts by working with software/system engineering staff and consultants to develop training material.

Participate with end-user (program client) training.

Prepare presentations, and conduct system walk-throughs and presentations.

**30% Business Technology Management**

Assist the ORAU ITSup II with maintaining the section/unit system portfolio.

Assist the ORAU ITSup II with legislation analysis.

Assist the ORAU ITSup II with preparing procurement and contract documentation for technology goods and services.

Serve on contract evaluation teams for ORAU.

Assist ORAU ITSup II with status and special reports.

As needed, attend Change Management Board meetings to present change requests.

As needed, attend Enterprise Architecture meetings to present requests to change IT Standards.

**20% Information Technology Project Management**

Serve as ORAU Systems Analyst and project coordinator on DOJ designated projects that require unit participation.

Develop or participate in the development of project plans, project schedules, budget projects, resource allocations, and issue/risk logs.

Monitor testing activities for the applications, databases, interfaces, reporting tools, and processors during the unit and end-user acceptance testing cycles.

Assist with the testing activities for the applications, databases, interfaces, reporting tools, and processors during the system integration, performance, and regression testing cycles.

*I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.*

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Employee’s Signature Date

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Supervisor’s Signature Date