

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

INFORMATION TECHNOLOGY SPECIALIST I

POSITION NUMBER:

777-1402-003

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

INFORMATION SYSTEM DIVISION

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

CLOUD AND BUSINESS INTELLIGENCE BUREAU

SUPERVISOR'S NAME:

BHUPINDER KAUR

SUPERVISOR'S CLASS:

IT SUPERVISOR II

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

FINGERPRINT CLEARANCE REQUIRED

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

Information System Division's (ISD) mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units.

ISD accomplishes this by:

- effectively managing information systems and equipment;
- planning, communicating and implementing responsible information technology policies and solutions; and,
- sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

Under the direction of the Cloud and Business Intelligence Bureau Chief, Information Technology Supervisor II, the Information Technology Specialist I is responsible for handling Customer Relations Management (CRM) development, configuration, governance and improvement initiatives, maintaining existing CRM systems, and performing data migration from identified business systems to CRM. The primary duties of the IT Specialist I lie within the CRM Analysis, Support, Governance and Training domain.

A. RESPONSIBILITIES OF POSITION:**CRM Analyst 35%**

Gather, document, and analyze technical requirements and specifications using best practices / methodologies to develop detailed software designs for CRM. Document, test, implement and maintain software in accordance with requirements. Develop, update and implement standards, procedures, and controls to ensure proper installation, configuration, maintenance, security, reliability and availability of systems/databases.

CRM Support 20%

Serves as CRM support lead to assist in issue resolution. Coordinates with ISD teams to ensure timely resolution of the business issues. Provide ongoing technical support, including investigation, testing, escalating and resolving issues, change management, systems enhancements and maintenance and access/privileges to the system. Work to minimize defects in IT products while delivering quality solutions and services.

CRM Governance 10%

Consults with and develops CRM governance policies and processes with departmental programs. Provides administration support and coordination on the implementation of new governance policies, processes, and procedures. Ensure compliance with all security and privacy laws, regulations, rules and standards specific to and governing the administration of their programs.

CRM Accessibility & Data 15%

Defines, creates and maintains user roles, profiles and hierarchies. Update users and change permissions within the CRM. Reassigns profiles and users. Grants, removes, maintains and track CRM licenses. Maintains security including sharing rules and security levels of the overall CRM application and Userbase. Manage data functions, including: define, extract, transform, load, sync and archive data. Discuss and resolve data and transmission related issues with business users. Monitors application storage usage and archives data as needed by program users

CRM Training 10%

Creates and administers training to existing or new users and security groups. Delivers CRM Refresher Training on an as needed basis. Prepares and updates program's CRM adoption procedures. Reviews training artifacts prepared by other staff for the CRM programs, and analyzes documents to ensure consistency with CRM governance policy.

CRM Change Management & Maintenance 10%

Manages the change control processes and analyzes business impact and exposure, based on emerging security threats, vulnerabilities and risks to recommend IT solutions. Works with requester to ensure proper handling of requests and prompt customer service. Tests changes in sandbox before deploying changes to production. Creates and maintains document templates. Generates customized reports. Manages and tests new releases of CRM and maintains data backups. Roll out new features while working closely with CRM vendor, program and ISD teams. Communicates regularly with user base regarding new features, enhancements and changes to the system. Monitors usage and mentors users/groups needing assistance. Ensures consistent support processes, methods, and quality assurance of CRM maintenance documents. Continually seeks ways to further enhance the end-user experience.

B. SUPERVISION RECEIVED:

The ITS I reports directly to the IT Supervisor II.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The ITS I has contact with staff at all levels of the Department as well as representatives of other departments (i.e., Finance, General Services, Department of Technology and computer vendors).

E. ACTIONS AND CONSEQUENCES:

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. This position is subject to fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI) .