

DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED

RPA NUMBER (HR USE ONLY)

23-226

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 1/30/2024	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist II		E. POSITION WORKING TITLE IT Spec II
F. CURRENT POSITION NUMBER 695-352-1414-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Service Management Operations / ITSM Automation		I. SUPERVISOR NAME AND CLASSIFICATION Sreeram Pothukuchi, Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY / 8:00 A.M. TO 5:00 P.M. / DAY		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	<p>Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services</p> <p><input type="checkbox"/> Information Security Engineering <input checked="" type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>Under general direction of the Information Technology Service Management (ITSM) Automation Information Technology Manager I (IT Mgr I), the Information Technology Specialist II (IT Spec II) provides high-level support for California Department of Technology's (CDT) automated ITSM solutions utilizing their extensive knowledge of data processing concepts, practices, methods and principles. This involves working directly with technical groups, process owners and management on the analysis, design, testing, implementation and ongoing maintenance of the most complex ITSM and web-based solutions in support of CDT's ITSM / Information Technology Infrastructure Library (ITIL) processes, functions and procedures.</p>
45%	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Acts as the team lead for complex development and implementation of ITSM processes and functions, assists manager with planning and resourcing for projects, reviews technical designs of other staff and conducts technical team meetings. Performs project management tasks with team staff, ITSM process team and other CDT support staff and management.</p>
20%	<p>Performs complex data configuration and programming tasks using CDT's ITSM application, system tools and utilities. These tasks typically include performing advanced level analysis, design, coding, testing, reporting and documentation in support of automated ITSM, service mapping and discovery solutions.</p>
10%	<p>Provide support to CDT's process development teams on User Acceptance Testing (UAT) by preparing or assisting with script development, developing test data, working to resolve UAT issues and assisting with the final preparations to promote code to CDT's ITSM production environment.</p>
10%	<p>Design, build and maintain interfaces to other CDT-hosted and cloud-based systems, applications and processes dependent on ITSM application processes and data.</p>
5%	<p>Perform Incident Management tasks including complex troubleshooting and resolution techniques using debugging tools, extensive analysis through specialized views of data, vendor and community knowledge databases and product documentation.</p>
5%	<p>Provide input and support to the process and system application development teams on training, documentation and planning of new and revised ITSM processes and functions. Submit, plan and implement ITSM application changes using CDT's Change Management process.</p>

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

Review and evaluate industry best practices and technical developments. Report and make service improvement recommendations to management, as applicable. Collaborate with team members, other CDT support staff, management, customers and vendors as part of a continual service improvement effort.

Work Environment Requirements

- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).
- The IT Spec II must be able to work in a team environment, receive calls for afterhours support, and work some evenings and/or weekends/holidays, as needed.
- Travel between CDT campuses is required.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Spec II receives general direction from the IT Mgr I that is general in scope and nature, and varies based on the particular project or assignment. Works independently and reports progress to the IT Mgr I and/or technical lead, as applicable.

Actions and Consequences:

Decisions, recommendations and system changes have a major impact to system availability and service levels. Unfavorable work products could result in a deficient work environment highlighted by manual processes, duplication of effort, and inefficient use of staff and system resources. Poor decisions and recommendations could also have a significant impact to incident recovery and resolution.

Personal Contacts:

Includes CDT technical and managerial staff, external customers and vendors at all levels.

Administrative and Supervisory Responsibilities (Indicate "None" if this is a non-supervisory position.)
None.

Supervision Exercised:

None.

Other Information

Desirable Qualifications: (List in order of importance.)

Advanced-level IT analytical skills and experience:

- Systems Development Lifecycle (SLDC)
- System design, build, test and documentation
- Process design and modeling

Excellent technical writing and verbal communication skills

Experience using an ITSM application using the following processes:

- Change Management and Incident Management
- Service Request Management including development of Service Requests.
- Asset Management
- Configuration Management and Configuration Item (CI) relationships
- Additional processes may include Problem Management, Release Management, Service Level Management and Knowledge Management

CI Discovery Automation:

- Configuration data maintenance
- Event Management integration

ITSM/ITIL certification

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT) Sreeram Pothukuchi	SUPERVISOR SIGNATURE	DATE
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