



DUTY STATEMENT

PROGRAM CALIFORNIA VOLUNTEERS		POSITION NUMBER (Agency – Unit – Class – Serial) 368-655-1401-xxx				
BRANCH N/A		CLASSIFICATION TITLE Information Technology Associate				
SECTION/UNIT (If applicable) N/A		WORKING TITLE FormAssembly Application Associate				
REGIONAL HUB Sacramento		COI Yes	WWG 2	CBID R01	TENURE P	TIME BASE FT
WORK SCHEDULE M-F 8am-5pm	SUPERVISION EXERCISED None	SPECIFIC LOCATION ASSIGNED TO 1400 10th Street, Sacramento, CA 95814				
INCUMBENT (If known)		EFFECTIVE DATE				
PRIMARY DOMAIN (IT positions only)	N/A					

AGENCY OVERVIEW

The Office of Planning and Research (OPR) serves the Governor and his Cabinet as staff for long-range planning and research and constitutes the comprehensive state planning agency. OPR assists the Governor and the Administration in planning, research, policy development, and legislative analysis. OPR formulates long-range state goals and policies to address land use, climate change, population growth and distribution, urban expansion, infrastructure development, groundwater sustainability and drought response, and resource protection. OPR's budget programs include State Planning and Policy Development, Strategic Growth Council, California Volunteers, Office of Community Partnership and Strategic Communication, Racial Equity Commission, and Youth Empowerment Commission. OPR is a fast-paced, creative work environment that requires staff to have strong collaboration skills, an ability to quickly respond to changing policy needs, and a positive attitude and sense of humor. Proven commitment to creating a work environment that celebrates diverse backgrounds, cultures, and personal experiences.

GENERAL STATEMENT

Under the general supervision of the Director of Digital Design and Delivery, the FormAssembly Application Associate (Information Technology Associate) serves as the main point of contact for the technical administration of the FormAssembly platform. The FormAssembly Application Associate acts as the day-to-day technical subject matter expert in all stages of form creation and implementation within FormAssembly. This position involves providing initial support for processing internal form requests and managing data requirements collection, and provides support for existing forms on FormAssembly requiring revisions. This position requires creating instructional documentation regarding the usage of FormAssembly within California Volunteers.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use addition sheet if necessary)</i>
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35%	<p>ESSENTIAL FUNCTIONS</p> <p>Responsible for creating and managing form creation and implementation processes within FormAssembly. Maintains and monitors a status tracking log of all requested forms, tracking the progress from initial request to completion. Collaborates with internal CV staff members to gather requirements for form creation and implementation. Designs and customizes forms to gather various types of data and branding requirements based on functionality requirements and specifications. Configures form logic and workflows including conditional logic and multipage forms. Integrates forms with other systems and platforms, such as Salesforce and Microsoft Excel. Prepares form testing and evaluation documentation to validate functionality across different platforms and</p>
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<p>30%</p> <p>20%</p> <p>10%</p>	<p>browsers. Manages and maintains data collection from form entries and prepare ad-hoc exports of form responses.</p> <p>Provides technical support to all FormAssembly users through email, correspondence, and phone. Troubleshoots and resolves customer issues or requests related to form submissions. Monitors form performance to identify areas for improvement and documents processes, best practices, and troubleshooting steps. Develops training materials, and formulates, delivers, and coordinates training for FormAssembly users and CV staff.</p> <p>Participates in weekly staff meetings and projects to help improve overall DIO business processes and workflows. Attends FormAssembly training, and research case studies and best practices regarding new features and updates to the FormAssembly platform. Ensures compliance with data protection requirements when collecting and handling sensitive and confidential information throughout the FormAssembly platform. Adheres to organizational enterprise requirements by following IT guidelines, policies, and procedures.</p> <p>Provides regular updates on FormAssembly development progress and status to the DIO Director and DIO team members. Makes recommendations on FormAssembly solutions to enhance performance, address issues, and creates new requirements. Assists with DIO special projects to meet CV objectives.</p>
<p>5%</p>	<p>MARGINAL FUNCTIONS</p> <p>Performs other job-related duties as required.</p>
	<p>KNOWLEDGE AND ABILITIES</p> <p><i>Knowledge of:</i> Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices.</p> <p><i>Ability to:</i> Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.</p> <p>DESIRABLE QUALIFICATIONS:</p> <ul style="list-style-type: none"> • Proficient in using the FormAssembly platform or similar form building tools. • Experience in customer support, troubleshooting, and technical assistance roles. • Project management skills, including prioritizing tasks and meeting deadlines. • Understanding of web technologies such as HTML, CSS, and JavaScript. • Experience with Salesforce or CRM platforms. • Familiarity with data management. • Excellent communication skills both written and verbal. • Ability to work collaboratively in a team environment.

SPECIAL PERSONAL REQUIREMENTS: Demonstrated ability to act independently, open-mindedness, flexibility, and tact. Ability to work effectively in a dedicated, mission and team-oriented office environment. Mission-driven, highly organized, creative, and self-motivated with the ability to prioritize and manage multiple projects simultaneously while being able to work under short deadlines, and deliver in a rapidly changing, fast-paced office environment.

SPECIAL PHYSICAL CHARACTERISTICS: Persons appointed to this position must be reasonably expected to exert up to 25 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Involves sitting most of the time but may involve walking or standing for brief periods of time. Occasion/overnight travel up to 10% may be required.

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE AND HAVE PROVIDED A COPY OF THE DUTY STATEMENT TO THE EMPLOYEE.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: *I HAVE READ AND UNDERSTAND THE DUTIES LISTED ABOVE AND CAN PERFORM THESE DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION. (IF YOU BELIEVE REASONABLE ACCOMMODATION IS NECESSARY, DISCUSS YOUR CONCERNS WITH YOUR HIRING SUPERVISOR. IF UNSURE OF A NEED FOR REASONABLE ACCOMMODATION, INFORM YOUR HIRING SUPERVISOR, WHO WILL DISCUSS YOUR CONCERNS WITH HUMAN RESOURCES OFFICE).*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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