

**DUTY STATEMENT**

CALIFORNIA PUBLIC UTILITIES COMMISSION

<b>DIVISION</b> Information Technology Services Division	<b>EFFECTIVE DATE</b>
<b>BRANCH/SECTION</b> Procurement and Project Management Section	<b>CLASS TITLE</b> Information Technology Specialist I
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday 8:00 a.m. to 5:00 p.m.	<b>PHYSICAL WORK LOCATION</b> Sacramento
<b>INCUMBENT (if known)</b>	<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 680-406-1402-022

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

**BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:**

The Information Technology Specialist I (ITS I) works under the direction of the Project Management Office (PMO) Supervisor. The ITS I will function as a technical lead for lower level employees in the PMO. The ITS I will provide Business Analysis support for IT projects and to support the development and maintenance of Enterprise Architecture models. The ITS I will also assist with IT Project Planning through the California IT Project Approval Lifecycle (PAL) process and perform IT Project management duties.

<b>% of time performing duties</b>	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 additional sheet if necessary)</i>
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40%	<p>The ITS I primarily works in the <b>Business Technology Management</b> and <b>IT Project Management</b> domains with limited work in the <b>Systems Engineering</b> and <b>Software Engineering</b> domains.</p> <p><b><u>ESSENTIAL FUNCTIONS:</u></b></p> <p><b>GUIDING PRINCIPLES</b></p> <p>All work must be performed in compliance with State and departmental rules and regulations, policies, procedures, guidelines, and standards. Work performed at the Specialist I level affects the work of other experts, the development of major aspects of technology projects, program or missions, or the products and services of substantial numbers of users. The ITS I will act as a lead over lower-level staff.</p> <p><b>BUSINESS ANALYSIS / ENTERPRISE ARCHITECTURE</b></p> <p>Perform analysis on processes, workloads, operational services, customer relations, and communicate with members of one or more IT and/or business units to identify issues, problems, and opportunities. Using industry-standard methodologies to perform analysis. Assist the Chief Enterprise Architect in developing and maintaining Enterprise Architecture (EA) models and their lower level components.</p> <ul style="list-style-type: none"> <li>• Provide information technology consultation to support business programs.</li> <li>• Lead and/or direct the documentation of business processes or operational activities.</li> <li>• Analyze, develop and document business processes utilizing industry best practices and standard methodologies.</li> <li>• Analyze business information and develop standards, data models, and conceptual database designs utilizing industry best practices and standard methodologies.</li> <li>• Analyze data to identify trends or relationships among variables.</li> <li>• Analyze, develop and document business and technical requirements for technology solutions and enablers.</li> <li>• Gather, review, and document system requirements and specifications to ensure alignment with functional and non-functional requirements.</li> <li>• Troubleshoot, track, and conduct root cause analysis of application/system/database/operational issues utilizing standard procedures until resolved or escalated.</li> </ul>
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	<ul style="list-style-type: none"> <li>Conduct research, analyze information and evaluate results to recommend system upgrades, cost-effective solutions, and process improvements.</li> </ul> <p><b><u>ESSENTIAL FUNCTIONS: (continued)</u></b></p> <p><b>BUSINESS ANALYSIS / ENTERPRISE ARCHITECTURE (continued)</b></p> <ul style="list-style-type: none"> <li>Assist with designing, implementing, and maintaining Business Architecture, Information Architecture, Applications Architecture, Technology Architecture, and Security Architecture across multiple platforms to best align technology solutions with business strategies and organizational needs.</li> <li>Assist in the development of roadmaps to optimize and transform each domain into an efficient and integrated environment supporting the execution of CPUC business strategy.</li> </ul>
30%	<p><b>IT PROJECT MANAGEMENT</b></p> <p>Manage or oversee all aspects of one or more projects, including people, resources and schedules. Projects range in complexity based on business and technical factors.</p> <ul style="list-style-type: none"> <li>Evaluate, monitor, and ensure compliance with laws, regulations, policies, standards, or procedures.</li> <li>Apply industry standards, principles, methods, and techniques to manage a project through all phases of the Project Management and System Development Life Cycles.</li> <li>Develop a schedule for project completion that effectively allocates the resources to the activities.</li> <li>Capture actual time and cost data for analysis and management. Update time and cost estimates and projections as required.</li> <li>Monitor the progress of the project and track project milestones and deliverables to ensure that the project deliverables are on time, and within scope and budget.</li> <li>Recommend and manage project change requests as necessary to ensure the successful completion of the project.</li> <li>Track project risks and issues and recommend mitigation strategies.</li> <li>Review the quality of the work completed with the project team on a regular basis to ensure that it meets the project standards.</li> <li>Develop and/or review data sharing agreements prior to release of confidential information.</li> <li>Prepare project status reports by collecting, analyzing, and summarizing information and trends.</li> <li>Develop and sustain cooperative working relationships with project stakeholders through all project phases.</li> <li>Meet regularly with the project team (state and vendor), project sponsor, project steering committee, governance, directorate, control agencies, and other external stakeholders to review project progress, discuss outstanding project risks, issues and mitigation strategies, and communicate upcoming project activities.</li> <li>Document lessons learned and Post Implementation Evaluation Reports.</li> </ul>
20%	<p><b>ASSIST WITH IT PROJECT PLANNING</b></p> <p>Assist with all stages of the California IT Project Approval Lifecycle (PAL): Stage 1 – Business Analysis, Stage 2 – Alternatives Analysis, Stage 3 – Solution Development, and Stage 4- Project Readiness and Approval.</p> <ul style="list-style-type: none"> <li>Assist with communicating with stakeholders to determine organizational needs.</li> <li>Coordinate and consult with users, administrators, and engineers to identify business and technical requirements.</li> <li>Formulate business cases, feasibility studies and research analysis reports related to technology projects.</li> <li>Conduct research and perform analysis to recommend system upgrades, cost-effective solutions, and process improvements to meet current and future needs.</li> </ul>

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10%	<ul style="list-style-type: none"> <li>Recommend, design, and develop solutions that adhere to organizational enterprise architecture ensuring security, reliability, and accessibility.</li> <li>Define the scope of the project in collaboration with senior management.</li> </ul> <p>ASSIST WITH IT PROJECT PLANNING (continued)</p> <ul style="list-style-type: none"> <li>Create a detailed work plan which identifies and sequences the activities needed to successfully complete the project.</li> <li>Develop time and cost estimates.</li> <li>Assist with developing scope of work, cost analysis, and estimates for IT acquisitions.</li> <li>Assist with completing required deliverables for all stages of the PAL.</li> </ul> <p><b><u>MARGINAL FUNCTIONS:</u></b></p> <p>TRAINING AND DEVELOPMENT</p> <p>Perform research related to emerging technologies, technology trends and industry best practices. Pursue training, certification, and ongoing education appropriate to maintain and enhance the level of service provided to the CPUC.</p> <ul style="list-style-type: none"> <li>Research and analyze new technologies.</li> <li>Review current literature, white papers, and technical documentation.</li> <li>Attend meetings, workshops, tutorials, labs, and training classes.</li> <li>Participate in professional organizations or conferences.</li> <li>Study for industry standard certification exams.</li> <li>Talk with colleagues and provide written and verbal reports and analysis of technology best practices, methodologies, and issues.</li> </ul> <p><b><u>KNOWLEDGE AND ABILITIES</u></b> [<i>From Class Specs</i>]</p> <p><b>Knowledge of:</b> 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. Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.</p> <p><b>Ability to:</b> 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. Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and</p>
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timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

**WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:**

- This position is covered in the Political Reform Act and is required under the CPUC's Conflict of Interest Code to complete and file a financial disclosure Form 700 within 30 days of appointment and annually by April 1st thereafter.
- Dress appropriately for a business/government environment.
- Work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature. Sit at a desk during core office hours. Use a computer, keyboard, mouse, monitor, and printers for prolonged periods of time. Bend and stoop to retrieve and replace files and records weighing up to 20 pounds. Move about the office and stand or sit during in person meetings.
- Proficiently use standard office technologies, including computer applications, phone equipment, Internet, voicemail, email, etc.
- Cubicle/office space must be clean and organized. Equipment must be stored in appropriate locations to ensure safety in the workplace.
- With direction, organize and prioritize a wide variety of tasks requiring regular innovative problem-solving within broadly stated and non-specific guidelines under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles. Utilize sustained mental activity for analysis, reasoning and problem solving.
- Occasional travel via private or public transportation (i.e., drive an automobile, take an airplane flight, etc.) including overnight lodging inside California may be required.
- Provide good customer service. Develop and maintain cooperative working relationships with managers, supervisors, other employees, and, as required, control agencies and other departments. Recognize emotionally charged issues, problems or difficult situations and respond appropriately, courteously, honestly, and professionally. (See Government Code 19572 which applies to all state employees.)
- This position is FLSA exempt and may require some work outside of normal business hours.

**SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

**EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT**

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.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE