

**DUTY STATEMENT**

DGS OHR 907 (Rev. 09/2018)

RPA NUMBER 19209	DGS OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME Customer Relations, Strategy & Planning	REPORTING LOCATION 707 3rd Street, West Sacramento, CA 95605	
SCHEDULE (DAYS / HOURS) 8:00am - 5:00pm/Mon-Fri	POSITION NUMBER 306-072-1402-012	CBID R01
CLASS TITLE Information Technology Specialist I	WORKING TITLE Business Analyst	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

**CORE VALUES / MISSION**  Rank and File  Supervisor  Specialist  Office of Administrative Hearings  Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

**POSITION CONCEPT**

Under the direction of the Information Technology (IT) Supervisor II, within the Business Technology Management and IT Project Management domains, the Information Technology Specialist I independently acts as a lead IT business analyst for complex IT system problems, independently leads complex system studies, elicits requirements, analyzes issues and provides IT solution recommendations.

**SPECIAL REQUIREMENTS**  Conflict of Interest  Medical Evaluation  Background Evaluation  Background Evaluation FTB  Office Technician (Typing)

**Conflict of Interest**

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

**ESSENTIAL FUNCTIONS**

PERCENTAGE	DESCRIPTION
30%	Provides expert IT project business analysis and advice to project stakeholders by collaborating with ETS project managers and business partners to define technology scope and vision; identifying project stakeholders and ETS resources' roles and responsibilities; resolving complex business challenges; researching, reviewing, and analyzing the effectiveness and efficiencies of existing business processes; conducting interviews to gather user requirements; identifying and establishing scope and parameters of project; and presenting detailed business cases to Senior Management in order to elicit, analyze, specify, and validate complex IT business needs of project stakeholders and assist business partners, and ensure alignment of technology road maps with strategic objectives.
15%	Provides customer relationship services to DGS divisions and offices, including customer support and oversight of each division portfolio of projects, and their smaller work efforts. Reviews and process service requests in order to determine the appropriate IT solutions to mitigate risks and issues, and ensure both short and long term business objectives are addressed.
15%	Leads the intake process for new candidate projects throughout the project lifecycle, including the DGS ETS Customer Request Process, as well as the California Department of Technology (CDT) Project Approval Lifecycle (PAL) which includes documents such as the Stage 1 Business Analysis (S1BA) and the Stage 2 Alternative Analysis (S2AA) in order to ensure the outlined project requirements, as set forth by CDT, are met in a timely manner.

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 Current Proposed**ESSENTIAL FUNCTIONS**

PERCENTAGE	DESCRIPTION
15%	Provides project management support as an IT Project Manager on small to mid-size projects in order to help drive the DGS portfolio of IT projects forward, and ensure project support is provided in a matrixed fashion using the same practices and standards.
10%	Evaluates and researches IT procurement requests on behalf of DGS divisions and offices to determine if they have an IT component in order to understand the business objective, capture requirements and assess alternatives, ensuring the appropriate solutions are considered, and best options are selected; oversees and monitors procurements through the Desktop and Mobile Computing (DMC) process to expedite procurements and reduce time spent towards contract award.
10%	Reviews application designs and plans, performs testing for IT systems, and guides testing related activities for the most complex IT systems using test plans, traceability matrix, scenarios, test scripts, and test cases to ensure the system addresses all requirements in order to produce a quality system that meets the customers' expectations.

**MARGINAL FUNCTIONS**

PERCENTAGE	DESCRIPTION
5%	Reviews current literature, and participates in educational programs; attends professional organizational conferences, meetings and workshops in order to remain abreast of changes in industry practices and emerging technology trends.

**WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

Position is part of a distributed team that involves regularly working elsewhere and reporting to the office as needed/required.

Professional office environment.

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.

*I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.*

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

*I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.*

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED