

## DUTY STATEMENT

Class Title <b>Information Technology Specialist I – Release and Change Management Analyst</b>	Position Number <b>802-353-1402-010</b>
COI Classification <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Unit <b>Release, Change, and Configuration Management</b>	
Section <b>Service Center</b>	
Branch <b>Customer Services</b>	
Division <b>Business Operations Technology Services</b>	

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing as appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

**Job Summary:** Under the general supervision of the IT Supervisor II, the Information Technology Specialist I (ITS I) performs functions in the domain of Software Engineering and tasks for the Release, Change & Configuration Management Unit (RCCMU) supporting the mission critical and essential services of enterprise systems for the Department of Health Care Services (DHCS). The RCCMU ensures that system changes are introduced into the DHCS environments without compromising the integrity of the infrastructure while minimizing business service disruption. The RCCM Unit provides Change and Release Management services to DHCS projects and business initiatives.

The ITS I must have extensive knowledge of the software development lifecycle and ITIL-based Change and Release Management best practices.

**Supervision Received:** The ITS I receives general direction and guidance from the RCCM Unit Supervisor an IT Supervisor II.

**Supervision Exercised:** None

**Description of Duties:** The ITS I responsibilities include impact analysis, assessment, coordination, prioritization, scheduling, oversight, and management of enterprise Change and Release Management processes. These processes are used to support testing and production deployment activities for mission critical application development and integration projects. These processes are also used to coordinate and manage the implementation of changes into existing production systems at DHCS.

The ITS I will use DHCS enterprise software tools in conjunction with Change and Release Management processes. Specifically, the ITS I will use release change and configuration management software and monitor change and release activities, as well as collect and report process metrics in alignment with DHCS enterprise information management objectives. The ITS I will participate in the development and maintenance of ITIL-based policy and procedure documentation pertaining to Change and Release Management.

### Percent of Time    Essential Functions

**25%**    Executes and monitors complex change and release management processes to support the production, staging, and test releases of DHCS applications. Performs production and

- test environment impact analysis; collects requirements and input from business and technical subject matter experts; resolves deployment scheduling conflicts; communicates release information to project and enterprise stakeholders; creates deployment plans/schedules; resolves deployment task/activity dependencies and conflicts; obtains resource commitments (staff, software, hardware) for deployments; supports scheduled and emergency release efforts; coordinates integrated release activities with technical stakeholders. Responsible for scheduling subject matter experts/resources to participate in impact assessments and deployment activities; develops project and production deployment plans; assesses and provides input for release management process improvement. Maintains an enterprise change and release calendar/schedule by assuring content integrity, resolving scheduling conflicts, and analyzing enterprise priorities among various environments and platforms. Assists in performing updates and obtaining approvals for Change Management processes and procedures; responsible for providing customer guidance and support for production and project release/change control processes.
- 20%** Participates in production change/release control committee meetings and Change Advisory Board (CAB) meetings; documents and distributes agendas, meeting information, action items, and change/release control committee decisions to technical and business stakeholders via meetings and written correspondence. Provides guidance and assistance to customers in planning and specifying release management activities and practices; addresses customer needs and communicates release management options; works with stakeholders to resolve issues related to schedule and priority; sustains business relationships with respect and professionalism; works closely with other RCCMU team members.
- 20%** Reviews requests for change (application enhancements, application defects, infrastructure changes) submitted by business and technical stakeholders on a daily basis; works with stakeholders to assess the impact of the change to other enterprise application and infrastructure components; works with technical and business subject matter experts to determine priority, severity, and impact of proposed changes; communicates impact information to stakeholders via meetings and written correspondence.
- 15%** Creates and runs custom reports and queries in the system; analyzes this information to monitor proposed changes to production and staging environments; and distributes information to management and stakeholders via meetings and written correspondence. Maintains enterprise change and release calendars.
- 10%** Acts as liaison between business and technical stakeholders to coordinate and schedule changes to production and staging environments; must maintain a close working relationship with technical and business stakeholders for the purposes of change impact analysis; production issue resolution, scheduling of application or infrastructure releases into production or staging environments, and testing/validation of production and staging environment changes; enforces the enterprise Change Management policies by monitoring process adherence by DHCS staff and escalating issues when the policies are not followed. Applies governance and quality assurance practices to assure production releases receive required approvals; practices due diligence in the application of release management concepts; maintains focus on administrative and technical assurance controls and practices designed to protect the integrity of the DHCS production and production-like environments.
- 5%** Shows initiative and ensures technical competencies are up-to-date and in line with industry trends, internal policies, and standards. Maintains a high degree of expertise in the areas of ITIL Release Management, Change Management, and Configuration Management, quality assurance, and customer service.

**Percent of Time    Marginal Functions**

**5%**    Other Duties as Necessary: Attend project or unit meetings, prepare required status or informational reports, and participate in special projects and other duties as assigned.

Employee's signature	Date
Supervisor's signature	Date