EDD Employment Development Department
State of California

☐ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Specialist I	Working Title IT Systems Specialist
Name of Incumbent	Position Number 280-349-1402-XXX
Section/Unit SDI Online/ SDI Development Group	Supervisor's Name
Division Product Development Division	Supervisor's Classification Information Technology Supervisor II
Branch Information Technology Branch	Duties Based on: ☒ Full Time ☐ Part Time - Fraction *Click here to enter text.*
	Revision Date 4/27/2021

2. REQUIREMENTS OF POSITION

Check all that apply:

☐ Conflict of Interest Filing (Form 700) Required   ☐ Call Center/Counter Environment

☐ May be Required to Work in Multiple Locations   ☒ Requires Fingerprinting & Background Check

☐ Requires DMV Pull Notice   ☐ Bilingual Fluency *(specify below in Description)*

☒ Travel May be Required   ☐ Other *(specify below in Description)*

Description of Position Requirements *(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)*

3. DUTIES AND RESPONSIBILITIES OF POSITION

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☒ Business Technology Management   ☒ IT Project Management   ☐ Client Services

☐ Information Security Engineering   ☒ Software Engineering   ☐ System Engineering

Under the direction of the Information Technology (IT) Supervisor II, the IT Specialist I serves as a senior member of the SDI Development Group and performs various lead roles while carrying out support activities for the State Disability Insurance Online (SDIO) Section of the Product Development Division (PDD).

The incumbent performs a variety of complex tasks in the following areas: System Development Lifecycle (SDLC), legislative analysis, incident triage, systems and impact analysis, and software product development and deployment. The IT Specialist I defines and develops system and/or software requirements, develops and/or updates technical documentation and implementation plans, and applies industry standards, principles, methods, and techniques to manage a project through all phases of the SDLC. The incumbent takes accountability for the work done and decisions made; and uses sound judgement and expertise in interpreting and adapting guidelines, policies, operations manuals, and directions for application to specific cases or problems, and determines which of several established available alternatives or guidelines to use. In addition to serving in a lead capacity, the IT Specialist I provides IT consultation to management and internal/external customers in support of SDIO's business needs.

Over time, the incumbent will progress through the ranges of the class, and work will increase in complexity as more experience is gained. An incumbent in Range A should be able to perform tasks with some assistance and lead small to medium sized projects or work efforts, an incumbent in Range B should be able to perform the same tasks with minimal assistance and lead medium to large sized projects or work

efforts, and an incumbent who has reached Range C should be able to perform all tasks independently, assist and train newer staff in the process, and lead any work effort or project.

The incumbent contributes toward the growth of the Information Technology Branch (ITB) into a customer-focused service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage of Duties	Essential Functions
30%	Formulate business cases, feasibility studies, and research analysis for application and system impacts of proposed legislation and change requests to produce work effort cost estimates. Perform work efforts in accordance with Employment Development Department's Service Delivery Discipline (SDD) methodology to manage and implement work efforts. Coordinate and consult with users, administrators, and engineers to identify business and technical requirements for proposed system modifications or technology requirements in accordance with legislative requirements. Prepare and maintain project status reports for management. Produce and maintain development support deliverables.
25%	Demonstrate extensive knowledge of EDD business processes and policies through documentation and maintenance of functional, technical and performance requirements for the development and enhancement of new technical solutions and modifications to the EDD's applications. Lead and facilitate discussions with internal customers / users to elicit requirements. Provide IT consultation to IT management, SDI, and other internal/external customers in support of SDIO's business needs. Coordinate and consult with technical staff from the EDD and other departments to define technical requirements, identify system interfaces and assist in the production of technical project documentation. Define and document the relationships between business activities and the application systems. Determine the impact of system changes to the business and vice versa, and create technical artifacts and deliverables to ensure chosen design meets requirements.
20%	Perform triage analysis and support of production systems (i.e., application or data issues between mainframe and web systems). Monitor or track project milestones and deliverables to ensure that the project deliverables are on time, within budget and at the required level of quality. Report on project status to staff, teams or management. Ensure work products are consistent with industry best practices, issues are identified and communicated promptly, and status reports are clear and comprehensive with detail and wording suited to the audience.
15%	Represent the SDI technical team at business and technical meetings. Work closely with extended team members and vendors to define, document, and maintain project processes and system documentation. Sustain and update the process for managing and sustaining these processes and documents through all the phases of the SDLC – analysis, design, build, test, implementation, and maintenance and operations for on-going support.

Percentage of Duties	Marginal Functions
5%	Actively listen to others to facilitate an open exchange of ideas and provide for effective communication. Motivate staff and develop positive working relationships based on mutual respect and trust.
5%	Perform other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*			
Standing:	Occasional (13-25%)	Sitting:	Frequent (51-75%)
Walking:	Infrequent (7-12%)	Temperature: Environment	Temperature Controlled Office
Lighting:	Artifical Lighting	Pushing/Pulling:	Not Applicable

Civil Service Classification
Information Technology Associate

Position Number
349-1402-XXX

Lifting: Not Applicable

Bending/Stooping: Not Applicable

Other:

Type of Environment: a. Cubicle   b. Select   c. Select   d. Select

Interaction with Public: a. N/A   b. Select   c. Select.

5. SUPERVISION

Supervision Exercised *(e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)*

None

6. SIGNATURES

Employee's Statement:
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name (Print)

Employee's Signature   Date

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.

Supervisor's Name (Print)

Supervisor's Signature   Date

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

	PMG Analyst initials	Date approved
☒ Duties meet class specification and allocation guidelines.	dmg	9/23/2021

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

* If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:

**   **AFTER SIGNATURES ARE OBTAINED:**

- **SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)**
- **FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE**
- **PROVIDE A COPY TO THE EMPLOYEE**

Employment Development Department
State of California

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Associate	Working Title IT Systems Analyst
Name of Incumbent	Position Number 280-349-1401-976
Section/Unit SDI Online/ SDI Development Group	Supervisor's Name
Division Product Development Division	Supervisor's Classification Information Technology Supervisor II
Branch Information Technology Branch	Duties Based on: ☒ Full Time ☐ Part Time - Fraction *Click here to enter text.*
	Revision Date 4/27/2021

2. REQUIREMENTS OF POSITION

Check all that apply:

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☐ Requires DMV Pull Notice   ☐ Bilingual Fluency *(specify below in Description)*

☒ Travel May be Required   ☐ Other *(specify below in Description)*

Description of Position Requirements *(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)*

3. DUTIES AND RESPONSIBILITIES OF POSITION

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☒ Business Technology Management   ☒ IT Project Management   ☐ Client Services

☐ Information Security Engineering   ☒ Software Engineering   ☐ System Engineering

Under general supervision of the Information Technology (IT) Supervisor II, the IT Associate performs a broad spectrum of established technical and analytical activities for the State Disability Insurance Online (SDIO) Section of the Product Development Division (PDD).

The incumbent performs a variety of tasks in the following areas: System Development Lifecycle (SDLC), legislative analysis, incident triage, systems and impact analysis, developing requirements, technical documentation and implementation plans as well as project management support. The incumbent uses sound judgement in interpreting and adapting guidelines, policies, operations manuals, and directions for application to specific cases or problems, and determines which available alternative or guideline to use.

Over time, the incumbent will progress through the ranges of the class, and work will increase in complexity as more experience is gained. An incumbent in Range A should be able to perform tasks or work efforts with assistance, an incumbent in Range B should be able to perform the same tasks or work efforts with some assistance, and an incumbent who has reached Range C should be able to perform most tasks independently, assist newer staff in the process, on most work efforts or projects.

The incumbent contributes toward the growth of the Information Technology Branch (ITB) into a customer-focused service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage of Duties	Essential Functions
30%	Perform research and gather data for application and system impact analysis of proposed legislation and change requests to produce work effort estimates. Perform work efforts in accordance with Employment Development Department's Service Delivery Discipline (SDD) methodology to implement work efforts. Assist in preparing and maintaining project status reports for management. Produce and maintain development support deliverables.
25%	Demonstrate knowledge of EDD business processes and policies through documentation and maintenance of functional, technical and performance requirements for the development and enhancement of new technical solutions and modifications to the EDD's applications. Partner with technical staff from the EDD and other departments to gather technical requirements, identify system interfaces and assist in the production of technical project documentation. Gather, review and document system requirements and specs to ensure alignment with functional and non-functional requirements and document design specifications, installation instructions, and other system-related information.
20%	Test software systems and data to ensure they meet defined functional and non-functional requirements. Ensure system integrity through the application of various testing tools, including modelers and profilers, scripts and log outputs. Provide the triage analysis and support of production systems (i.e., application or data issues between mainframe and web systems).
	Collaborate with the team lead(s) to create and maintain project work plans, perform project work and track progress, and report on project status to staff, teams or management. Ensure work products are consistent with industry best practices, issues are identified and communicated promptly, and status reports are clear and comprehensive with detail and wording suited to the audience.
15%	Represent the SDI technical team at business and technical meetings. Work with extended team members and vendors to document, and maintain project processes and system documentation. Sustain and update the process for managing and sustaining these processes and documents through all the phases of the SDLC – analysis, design, build, test, implementation, and maintenance and operations for on-going support.

Percentage of Duties	Marginal Functions
5%	Actively listen to others to facilitate an open exchange of ideas and provide for effective communication. Develops positive working relationships based on mutual respect and trust.
5%	Perform other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

Standing:	Occasional (13-25%)	Sitting:	Frequent (51-75%)
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Lifting:	Not Applicable	Bending/Stooping:	Not Applicable
Other:			

Type of Environment: a. Cubicle   b. Select   c. Select   d. Select

Interaction with Public: a. N/A   b. Select   c. Select.

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Supervision Exercised *(e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)*

None

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PMG Analyst initials
dmg

Date approved
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