POSITION DUTY STATEMENT

NAME	MCR
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CLASSIFICATION	**POSITION NUMBER**
Information Technology Specialist I	538-406-1402-014
WORKING TITLE	**DIVISION/UNIT**
Business Analyst	Enterprise Technology Services Division
EFFECTIVE DATE	**LOCATION**
	Sacramento
BARGAINING UNIT	**CONFLICT OF INTEREST CATEGORY**
R01	5

GENERAL STATEMENT: Under the general direction of the Information Technology Manager I, the Information Technology Specialist I (ITS I), supports the Department of Conservation (DOC) Information Technology Portfolio and Standards Office (ITPASO) which is responsible for the administration and maintenance of core IT policies, processes, standards, and procedures. The ITS I will serve as the primary Business Analyst for all IT projects and operational activities for the Enterprise Technology Services Division within the Department of Conservation (DOC). The incumbent provides expertise in advanced business analysis, which requires: excellent oral and written communication skills; facilitation skills; analytical thinking; problem solving; being detailed oriented; and capable of delivering a high level of accuracy. Duties include, but are not limited to:

A.　　**SPECIFIC ACTIVITIES: ESSENTIAL / MARGINAL FUNCTIONS**

- **ESSENTIAL FUNCTIONS**

50%　Business Analysis:
Responsible for the documentation and analysis of DOC programs, business processes, workflows, and systems. Performs business and system analysis by interpreting and assessing the business processes and programs of divisions within DOC in relation to their integration with DOC technology. Works with division program partners, ETSD technical architects, project teams (both internal and vendor staff), and other ETSD technical staff to identify and implement changes to improve the quality of services being delivered. Responsible for stakeholder engagement, management, and reporting at all levels of the organization including but not limited to: scheduling and facilitating stakeholder engagements; documenting and prioritizing business processes and requirements using industry standard methodologies; creating user stories and backlogs; ensuring all appropriate stakeholder reviews and approvals are performed.

20%　Business Process Reengineering/Analysis
Provide support to the ITPASO, ETSD technical staff, and project team in ensuring alignment of both IT and program business processes with effective IT infrastructure,

systems, software, and tools. Expected to provide critical analysis and recommendations for improvements by: documenting existing internal business processes (As-Is Process); analyzing end to end processes; identifying specific problem areas; defining business objectives; analyzing improvement opportunities; documenting revised business process (To-Be Process); and presenting recommendations for process improvements. Each process should include all industry standard documentation such as: framework diagram; process flow diagram; narrative process procedure; and tools/templates. Assist in the creation of appropriate training materials related to implemented To-Be processes.

15% Change Management Support:
Works directly with the ITPASO Configuration Manager to monitor and triage change requests related to IT Portfolio Projects. Schedules and facilitates Change Management meetings with stakeholders, prepares and distributes meeting agendas, meeting minutes, and related documentation in support of the change requests. These meetings will be scheduled on an as needed basis and the list of stakeholders will vary per project. Works with the configuration manager, project teams and business stakeholders to coordinate implementation schedules and appropriate communications and reporting.

10% Project Management:
Performs as project manager for the initiation, planning, execution, monitoring and closing of IT projects. Oversees all activities and tasks that are performed by the project team, both State staff and external consultants. Tracks team activities related to the business analysis, development, testing, implementation, and documentation of IT projects to ensure work efforts are completed timely and within scope and budget. Monitors the software Quality Assurance and Quality Control (QA/QC) testing efforts and ensures end-user requirements are fully met.

MARGINAL FUNCTIONS
5% Administrative:
Performs administrative duties including, but not limited to: adheres to Department policies, rules, and procedures; submits administrative requests including leave, overtime (if applicable), travel, and training in a timely and appropriate manner; accurately reports time in the Daily Log system; and submits timesheets by the due date.

B. **SUPERVISION RECEIVED**
The ITS I reports directly to and receives work direction from the Information Technology Manager I. The ITS I may also receive direction from the Chief Information Officer.

C. **SUPERVISION EXERCISED**
NONE.

D. **ADMINISTRATIVE RESPONSIBILITIES FOR SUPERVISORS AND MANAGERS**
NONE.

E. **PERSONAL CONTACTS**
The ITS I will have frequent contact with department managers and staff in order to design, develop and implement systems that meet the business needs as specified by the business and system

requirements. The incumbent will represent the organization within and outside the DOC in a way that will enhance public respect for, and confidence in the employee, Department and State Government as a whole.

F. **ACTIONS AND CONSEQUENCES**
The ITS I is expected to act independently in their duties. Major decisions based on business and system analysis related to DOC applications; network; and systems design may be based on their recommendations. Poor recommendations may, therefore, create significant problems in the development of a system and result in project delays and over-expenditures. This is especially important for systems that provide a critical service to the public or which respond to a legislative mandate.

G. **WORKING CONDITIONS/PHYSICAL REQUIREMENTS**
- Work location (Telework versus On-site) may vary per employee, based upon their roles and responsibilities. On-site work may be required based upon the business need.
- Work in an open modular workstation in an air-conditioned office.
- Traveling via private or public transportation (i.e., driving automobile, airplane, etc.) including overnight lodging inside California may be required.
- Frequent use of a computer and related software applications at a workstation.
- Ability to move boxes weighing up to 20 pounds on an occasional basis.
- Work under pressure to meet deadlines.
- Work overtime, if required.

H. **OTHER INFORMATION**
Knowledge of: Industry standard Business Analysis skills is required; Principle of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; technical report writing.

Ability to: Analyze information and situations, identify, and solve problems, reason logically, and draw valid conclusions; develop effective solutions; apply creative thinking in the design of methods of processing information technology systems hardware, software, and processes; establish and maintain effective working relationships with others; communicate effectively.

Special Personal Requirements: Demonstrated ability to act independently with flexibility and tact.

I. **TELEWORK:**
Telework may be available for this position in accordance with the Department of Conservation's Telework Policy and Procedures. This position offers teleworking up to 90% of the time. Operational needs may require staff to come in the office during a certain period time (E.G. Training, Fiscal Year End Reporting, etc.).

All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination.

- Position is subject to the Department's Conflict of Interest Code (Form 700) Policy.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor).		
Employee Signature	**Employee Printed Name**	**Date**

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.		
Supervisor Signature	**Supervisor Printed Name**	**Date**