

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Information Technology Specialist II	Senior Programmer Analyst
NAME OF INCUMBENT:	POSITION NUMBER:
	280-350-1414-XXX
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Mainframe Benefit Services Section	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Applications Services Division	Information Technology Manager I
BRANCH:	REVISION DATE:
Information Technology Branch (ITB)	6/2/2022
Duties Based on: <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> Call Center/Counter Environment <input type="checkbox"/> May be Required to Work in Multiple Locations <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Requires DMV Pull Notice <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) <input checked="" type="checkbox"/> Travel May be Required <input type="checkbox"/> Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) Very limited travel may be required for training, development, and project meetings.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) <input checked="" type="checkbox"/> Business Technology Management <input checked="" type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input checked="" type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering	
<p>Under the general direction of the Information Technology Manager I (Section Chief) in the Mainframe Benefit Services Section, the Information Technology (IT) Specialist II serves as a technical consultant and advisor and performs a wide variety of tasks requiring innovative problem-solving where guidance is not readily available. The IT Specialist II optimizes and applies architecture solutions for the benefit of the overall organization and advises management on the formulation of information technology strategy and policy within the organization. The incumbent serves as the subject matter expert in multiple areas and independently leads the development of systems to support the business functions within the group. Functions as a project manager with responsibility for all phases of the project and deliverables.</p>	

The incumbent may: perform risk assessments and recommend information technology solutions; analyze incident-related data and determine the appropriate response; design new technologies, architectures, and solutions that will support security requirements; develop implementation plans including cost-benefit or return on investment analyses; design infrastructure configuration and change management standards or requirements; manage project(s) to ensure adherence to budget, schedule, and scope; review software architecture and make recommendations regarding technical and operational feasibility; plan, design, and implement the enterprise data models using standardized modeling tools to align technology solutions with business strategies; create backup and recovery strategies; conduct disaster and recovery analysis, planning, implementation, and administration for systems; and monitor and conduct audits of system capacity, and performance analysis.

The IT Specialist II combines the necessary qualities of effective project leadership and the depth of technical knowledge and competence needed to train and mentor the EDD's staff and customers in a complex technical area or process. The incumbent will be the technical lead and may be assigned to Unemployment (UI), Disability Insurance (including Paid Family Leave), Benefit Accounting Group or Employer Reporting Group.

The incumbent contributes toward the growth of 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.

Percentage of Duties	Essential Functions
30%	Serves as project manager on large projects, develops work plans, documentation, project schedules and assignments. Negotiates business priorities with customers. Consults and collaborates with Technical ITB Staff to provide Software Application Solution Design and Development. Creates estimates and schedules for Software Design and Application Development. Plans, manages and performs all aspects of customer service oriented support to internal and external customers. Communicates effectively, both verbally and in writing, with all staff levels and management.
30%	Serves in a lead capacity and as the subject matter expert for the required development, support and maintenance of large and complex applications in a team environment of both technical and customer staff. Works both independently and in teams and develops high level and detailed documentation. Designs and maintains the technically complex program specifications. Develops and codes the more complex new programs and maintains existing programs. Conducts reviews of complex application development efforts. Responsible for ensuring the various testing phases are successful using numerous testing methodologies. Prepares system and program test specifications, test plans, test data and validates results. Conducts and participates in all phases of the System Development Life Cycle.
25%	Monitors, mentors, and trains staff. Delegates work assignments to the appropriate level of responsibility. Independently develops and reviews more complex programming and analysis work in the group. Develops, coaches and mentors programming staff and performs as the technical expert in mainframe, TSO/ISPF, COBOL, CICS, DB2, JCL. Assists management in reviewing staff work products for quality and compliance with Division standards and in the preparation of project status reports.

10%	Actively listens to others to facilitate an open exchange of ideas and provide for effective communication. Motivates staff and develops positive working relationships based on mutual respect and trust.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%

Other:

Type of Environment:

High Rise Cubicle Warehouse Outdoors Other:

Interaction with Customers:

Required to work in the lobby Required to work at a public counter
 Required to assist customers on the phone Required to assist customers in person
 Other:

5. SUPERVISION EXERCISED:

(List total per each classification of staff)

Acts in a lead capacity and as a mentor but does not have supervisory responsibilities.

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:

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:

Supervisor's Signature:

Date:

7. HRSD USE ONLY		
Personnel Management Group (PMG) Approval		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.	PMG Analyst Initials	Date Approved
<input type="checkbox"/> Exceptional allocation, STD-625 on file.	LB	3/19/2019
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i> <i>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.</i> List any Reasonable Accommodations made:		

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file