

**DUTY STATEMENT
OFFICE OF LEGISLATIVE COUNSEL
LEGISLATIVE DATA CENTER
LEGISLATIVE TECHNOLOGY BRANCH
INFRASTRUCTURE SERVICES DIVISION
VENDOR, INCIDENT & PROJECT SUPPORT SECTION**

CLASSIFICATION TITLE: Information Technology Specialist II (ITS II)
Vendor, Incident & Project Support Section

WORKING JOB TITLE: Sr. Technical & Project Support Specialist

POSITION NUMBER: 154-1414-XXX

EFFECTIVE DATE: April 19, 2023

ORGANIZATION SETTING AND MAJOR FUNCTIONS

Under the direction of the Information Technology Manager I (ITM I) of the Vendor, Incident & Project Support (VIPS) section, the Information Technology Specialist II (ITS II) acts as a senior technical consultant, subject matter expert, technical and project lead, in the successful delivery of technical project management and technical support services. The incumbent communicates and collaborates directly with cross-divisional technical teams at the Legislative Data Center (LDC) in the delivery of project management, vendor management, and advanced technical support. The incumbent provides successful delivery of enterprise projects and programs in a matrix-managed environment. The incumbent performs as senior technical project manager to ensure project success by facilitating communication between the various technical teams, vendors, and key stakeholders. The incumbent acts as the technical lead, and customer liaison, on urgent issues related to desktops/clients and applications running on the Microsoft operating system. The incumbent acts as a primary point of contact for managing complex requests reported by Legislative customers that require immediate attention. The incumbent communicates progress from intake through problem resolution. The incumbent leads a team of Information Technology (IT) Specialist in the analysis, and effective resolution, of the most complex enterprise IT problems. The incumbent uses internal and external application resources and technical teams, as needed. The incumbent works with management, and other LDC technical teams, to streamline and optimize the incident management process, and on-time delivery of services to internal and external customers.

The incumbent performs as the senior technical project lead on special projects in response to evolving legislative business needs. The incumbent acts as a project liaison facilitating the management and coordination of project resources across multi-disciplinary, cross-functional technical teams within Infrastructure Services Division to ensure effective and timely delivery of project related services. The incumbent provides timely updates to internal and external customers translating progress in relatable non-technical terms. The incumbent understands the different needs, and technical challenges, of the multi-disciplinary teams and projects. The incumbent consults with high-ranking members of both

houses, the Office of Legislative Counsel (OLC), and legislative support organizations. The incumbent ensures operating project budgets and plans are understood, and consistent with the business objectives of the Legislature. The incumbent consults with legislative support organizations to ensure that service delivery meets operational plan, project, and budget requirements. The incumbent communicates effectively and professionally, and provides the highest level of customer service for customers, LDC management, and internal teams. The incumbent follows through on commitments, provides timely responses, and considers internal and external customer input when completing assignments.

The incumbent implements emerging technology solutions with high risk where the consequences of failure could have a significant impact on the business success of the LDC. The incumbent uses knowledge of legislative business processes to align project, and program deliverables, with enterprise strategic objectives. The incumbent evaluates trends, integrates industry service standards, prepares and make presentations, and facilitates meetings with ISD staff. The incumbent facilitates the coordination of efforts with each of the customer service groups. The incumbent uses business specialists, and available technical expertise, throughout the OLC to continuously improve service delivery, develop operational plans, and resolve technical issues.

The incumbent performs as the technical point of contact working with critical vendor Technical Account Managers (TAMs), such as Microsoft. The incumbent establishes well defined processes, and procedures, to engage the best vendor resources to resolve issues as quickly as possible with minimal disruption. The incumbent communicates regularly with the TAMs regarding product roadmaps, and to proactively identify supportability issues. The incumbent leads and mentors a team of IT specialists as they analyze, and determine the most effective method of problem resolution. The incumbent uses applicable internal and external resources and technical teams, as needed.

The area of responsibility managed by the incumbent is critical to the business success of the OLC, and the Assembly and Senate Legislative Members, where the consequence of error is high. Duties include, but are not limited to:

ESSENTIAL FUNCTIONS

45% Technical Consultant/Leadership

- Provides technical leadership and IT support for the Senate, Assembly, and legislative support office customers throughout California
- Performs analytical and technical duties to lead, analyze, and resolve the most complex customer requests
- Develops and maintains an effective, and streamlined, incident management processes for handling the intake and triaging of complex issues, and requests that require in-depth/expert technical support
- Evaluates operational system performance, and initiates actions and process improvements to ensure continued effectiveness to meet the information technology needs of the California Legislature
- Serves as the escalation point for troubleshooting system components

- Consults with/advises management, administrative, and executive leadership on the planning, development, implementation, and coordination of IT issues
- Participates in information technology projects conducting technical research, gathering customer requirements, testing, and making recommendations to improve services
- Participates on cross-functional teams to deliver products and services to all Legislative customers
- Contributes to the planning of the overall organizational IT strategy
- Communicates with stakeholders to determine organizational needs
- Evaluates proposed new technology for meeting business requirements of the California Legislature
- Works with internal technical teams to ensure that new technology architecture meets the strategic plan of the agency
- Reviews and participates in the evaluation of new technologies that potentially improve staff productivity, or provides a means to better meet the needs of the Legislative offices
- Evaluates request proposals for new and enhanced information technology services requested by the Legislature, and makes appropriate recommendations and decisions
- Serves in a consultative capacity to agency executives, and the Senate and Assembly Rules Committees

45% Project Management/Vendor Management

- Acts as a senior project manager to plan, organize, direct, and coordinate complex systems analysis and testing activities.
- Identifies new systems services and enhancements for mission-critical technology services for the Legislature and the OLC
- Identifies, establishes, and maintains relationships with key information technology stakeholders
- Assures effective communication takes place on business requirements, operational and project objectives, and issues related to the most complex legislative information technology products and services
- Creates a high-performance environment at the LDC, and within service and project teams, to ensure the highest quality information technology solutions developed meet the business objectives of LDC's customers
- Provides technical and project leadership on major service developments, and project assignments
- Monitors project progress and development to ensure milestones are met, deliverables meet service and project objectives, and requirements
- Provides status to LDC management and information technology stakeholders
- Assists in the definition and development of policy, missions, goals, plans, and objectives of ISD
- Provides consultative support to other units within the agency and the Legislature
- Works with vendors, and contractors, to assess new technologies, provides oversight, negotiates contract modifications, and analyzes compliance with contract specifications

10% Mentorship/Training

- Provides mentorship, training, and knowledge transfer to staff on information and skills related to IT vendor management, incident management and project management
- Provides training, assistance, and prepares documentation to support specialized work processes
- Acts as a liaison to OLC staff, and legislative staff
- Mentors LDC staff, providing procedural guidance on matters related to the development, implementation, support, and maintenance of mission-critical IT applications
- Assists IT project managers, sponsors, and all levels of management, in identifying and managing delivery opportunities
- Provides support and guidance on projects/efforts that are experiencing problems

Information Technology Domains:

Legislative Technology Consultants:	Critical skills
Applications Services:	Moderate skills
Information Security:	Moderate skills
Systems Infrastructure:	Critical skills
Network Infrastructure:	Moderate skills
Business Technology Management:	Critical skills
Client Services:	Critical skills
Project Management:	Critical skills

WORK ENVIRONMENT REQUIREMENTS

- Core business hours are 8:00 a.m. – 5:00 p.m. Schedule may be adjusted and is contingent upon business needs
- The incumbent must carry a mobile device during core business hours and off-shift hours, evenings, weekends, and State Holidays for the ability to respond to calls after hours, and lead multi-disciplinary IT professional teams in organizing, analyzing, troubleshooting and resolving IT problems
- The incumbent uses secured LDC virtual private network technologies from off-site locations to access LDC's applications/systems to perform job duties outside of standard business hours.
- Occasional travel may be required
- Frequent sitting, keyboarding, and use of mouse

ALLOCATION FACTORS

Supervision Received:

- The incumbent reports to the ITM I of the Vendor, Incident and Project Support section in the Infrastructure Services Division
- Assignments are made by the ITM I and are general in nature, accompanied by any special constraints and/or requirements
- The incumbent is responsible for analysis, planning, researching, and implementation of these

assignments

Actions and Consequences:

- The incumbent is responsible for extensive knowledge of IT policy, standards, processes, procedures, and working with executive management, legislative customers, and internal IT teams to identify business problems, opportunities and solutions to advance business programs and services
- The consequence of poor decisions, judgment or advice, or inadequate research may have a negative, and serious impact, on the reputation of the LDC, and upon customer confidence levels
- The quality of the services is critical; risks to California’s legislators and LDC are extreme due to the political nature of customer environment

Personal Contacts:

- The incumbent works closely with OLC executive staff, Senate and Assembly Rules, executive staff, LDC management, business, technical, operations, and administrative personnel, the vendor community, and other public agencies
- Must develop and maintain strong working relationships with executives, management, peers, staff, and vendors

Administrative Responsibilities:

- The incumbent is responsible for planning, budgeting, and tracking projects, tasks, and activities within the incumbent’s purview

Supervision Exercised:

- The incumbent level may lead, or direct work and/or assignments, but does not supervise staff or provide day-to-day operational management or supervision
- The incumbent has defined responsibility, and authority, for highly complex decision-making related to technology projects under his or her purview

Knowledge, Skills, and Abilities Required:

Knowledge of:

- Analysis methods to obtain and translate legislative customers’ business and information needs into automated legislative process solutions, and to resolve data processing issues and computer systems errors
- Principles and methods to identify, analyze, specify, design, and manage highly complex functional business, and infrastructure requirements
- Project management practices to ensure projects stay on schedule and appropriate action is taken when problems occur, and risk management knowledge to mitigate risk of failure of projects

- Current teaching and training methods, and techniques, to instruct customers on the use of the business applications and technologies
- Customer service and support practices to provide the levels, and types of services, required to meet customers' business needs
- Hardware and software supported by LDC to assist in determining the hardware and software requirements for new customer requests
- Human behavior and motivation techniques to create a high-performance work environment
- Positive working relationships methods with all levels of the organization and cross-functional teams
- Information technology concepts, best practices, methods, and principles that support legislative business solutions and decision-making
- Legislative environments and legislative processes.
- Legislative calendar, and deadlines, to provide effective information technology services and solutions
- OLC Vision, Mission, Values, organizational structure, policies, processes, procedures, rules and regulations
- Public administration and organizational principles to coordinate and prioritize all incoming legislative requests to effectively meet deadlines
- Testing methods and procedures to oversee test plans that validate the functional, and performance, criteria required to meet the customers' information system requirements, and the information technology environment for projects

Skills and Ability to:

- Apply principles, methods, techniques, and use tools for developing, scheduling, coordinating, and managing projects and resources
- Apply principles, methods, techniques, and use tools for integration, scope, time, cost, quality, human resources, communications, risk, and procurement management
- Create a high-performance work environment, and perform effectively with cross-functional teams to meet goals and objectives
- Motivate, guide, coach, and mentor others by conveying a commitment to work assignments that ties to the support for the Office of Legislative Counsel vision, mission, and values
- Analyze critical data and politically sensitive situations, reason logically and prudently, and creatively
- Draw valid conclusions, develop effective solutions, and use a variety of analytical techniques to resolve highly complex problems, and make mission critical recommendations
- Coordinate and conduct demonstrations of the LDC's information technology solutions that support California's legislative processes to legislators, high-ranking legislative staff and OLC executives
- Act as an advisor to executive management, managers, supervisors, colleagues, and team members in applying information technology to legislative processes
- Advise management on formulating IT strategy, policy, and governance throughout the organization and enterprise wide
- Address detailed examination from legislative leaders, members, and high-ranking legislative staff, without deferral or delegation, in a discreet and nonpartisan manner on technology initiatives

- Design, develop, and present visual presentations to inform legislative leaders, members, high-ranking legislative staff, executive management, managers, supervisors, colleagues and team members of program or project issues, status, system features, and proposals
- Effectively communicate both orally and in writing with legislative leaders, members, high-ranking legislative staff, executive management, managers, supervisors, team members, contractors, and vendors
- Efficiently and effectively, manage time and resources allocated to complete program, project, and operational assignments
- Establish and maintain strong cooperative, and collaborative, working relationships with others including executive management, managers, supervisors, colleagues, and team members
- Exercise discretion when confronted with strong pressures for, and exposure, to disclose confidential information because of the partisan nature of the Legislature
- Exercise sound fiscal responsibility to adhere to fiscal guidelines, regulations, principles, and standards of the OLC when committing resources for program, project, or operational support
- Listen, discern, and constructively summarize subtle, and sensitive, communications from legislative staff in a partisan political environment
- Produce complex reports to track program and project schedules, milestones, risks, issues, system defects, and enhancement requests
- Provide quality and timely ad hoc assignment information to executives, team members, and stakeholders
- Provide vendor management and oversee planning and control of assignments, including management of communications, risks, issues, change requests, and incident tracking for the applications, solutions and services assigned to the section
- Maintain an arm's length, and nonpartisan relationship, with partisan legislative leaders, members, and legislative staff
- Quickly adapt to changes in program, project, and operational priorities by being flexible in shifting schedules, milestone, resources, or competing priorities
- Research advanced knowledge of new and emerging legislative business, information technology and/or industry trends related to the functional areas of the legislature
- Write clear and concise problem analyses, operations procedures, and training manuals to fully document customers' business requirements and needs

I have discussed with my supervisor the duties of the position and have received a copy of the duty statement. I certify that I am able to perform the duties of this position with or without reasonable accommodation.

Employee's Signature

Date