

JOB DESCRIPTION AND POSITION CLASSIFICATION

CLASSIFICATION Information Technology Associate		DWR POSITION NUMBER 0530-1401-xxx	SAP POSITION NUMBER 50000820/50001490	MCR 1
APPOINTEE Vacant		SAP PERSONNEL NO. TBD	DIVISION/SECTION DTS/SAP Logistics&HR Functional Analysis	
COLLECTIVE BARGAINING IDENTIFIER <input type="checkbox"/> Management Related BU: <input type="checkbox"/> Supervisory Related BU: <input type="checkbox"/> Confidential Related BU: <input checked="" type="checkbox"/> Rank and File BU: R01				
RESPONSIBILITIES EXERCISED <input type="checkbox"/> Supervisory <input type="checkbox"/> Lead Person		IMMEDIATE SUPERVISOR (Print) Nabil Bandar	SUPERVISOR'S CLASSIFICATION Information Technology Supervisor II	
APPROVED BY (Personnel Analyst's Name) Serina Silvestre			DATE 10/20/2022	
<i>Percent of Time</i>	<i>Activity</i>			
	<p>POSITION SUMMARY:</p> <p>Under the general supervision of the Information Technology Supervisor II/SAP Functional Operations Supervisor, the position serves as a SAP Enterprise System Applications Functional Analyst. The position's duties and activities are performed primarily within the Business Technology Management technical domain. The incumbent provides dedicated technical services in support of the Department's SAP Enterprise Resource Planning (ERP) system. The incumbent ensures the technical health, operational reliability, sustainability, and security of the DWR SAP ERP system. The position must adhere to all Department Information Technology policies and standards as set by the Department's Manager of the Division of Technology.</p> <p>ESSENTIAL FUNCTIONS:</p> <p>This position requires that the incumbent work cooperatively with others; maintain regular, predictable, and consistent attendance; exercise good judgment; provide excellent service to internal and external customers; and complete assigned projects and tasks on time at a level commensurate with the position classification. The incumbent must demonstrate the following: respect for coworkers and managers by being courteous, considerate, and professional; openness and trust by being straightforward, listening respectfully, sharing information, and being receptive to new ideas; and accountability by taking responsibility for one's own actions/inaction and the subsequent outcomes. The specific duties are, but are not limited to, the following:</p>			
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.				
SUPERVISOR'S NAME (Print) Nabil Bandar		SUPERVISOR'S SIGNATURE ➤		DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT.				
EMPLOYEE'S NAME (Print) Vacant		EMPLOYEE'S SIGNATURE ➤		DATE

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CLASSIFICATION	DWR POSITION NUMBER	SAP POSITION NUMBER	MCR
Information Technology Associate	0530-1401-xxx	5000820/50001490	1
APPOINTEE	SAP PERSONNEL NO.	DIVISION/SECTION	
Vacant	TBD	DTS/SAP Logistics&HR Functional Analysis	
<i>Percent of Time</i>	<i>Activity</i>		
40%	<p>SPECIFIC DUTIES INCLUDE:</p> <p>ANALYSIS and DESIGN: Provide expertise in DWR business functions and processes. Works with lines of business and program areas to identify enhancements and changes to the SAP ERP system. Analyze, gather requirements, design, test, and implement updates to SAP. Coordinate implementation of enhancements and changes with other SAP modules and stakeholders. Coordinate and facilitate meetings and sessions with business stakeholders. Create and update SAP system related documentation. Support new initiatives set out by management and business process owners.</p>		
30%	<p>QUALITY ASSURANCE: Develop comprehensive test plans, test scripts, and test cases. Conduct, coordinate, and facilitate unit, system, integration, and user acceptance tests with cross functional team members and business users. Ensure testing of all requirements and that all changes meet the defined requirements and produce the desired results before releasing changes to the production environment. Support the defined change management process and ensure all testing are completed in the appropriate technical environments. Support cross functional integration, regression, and other testing efforts. Create required documentation for all changes.</p>		
20%	<p>PRODUCTION SUPPORT: Fulfill SAP functional service request and incident/problem tickets based on defined Service Level Agreements and expectations for excellent customer service. Work with cross functional, technical operations, and technical infrastructure teams to resolve SAP issues. Analyze, evaluate, test, implement, and support SAP released enhancement and updates of the ERP system and applications. Maintain an extensive, broad based, up-to-date perspective on information technology, evolving industry trends especially those related to SAP. Perform cross-functional support for various SAP modules in the areas of analysis and design, quality assurance, and production support as required by operational demand.</p>		
10%	<p>PROJECT Support: Support SAP development, maintenance, and enhancement projects. Act as DTS liaison with cross-functional teams and members to implement SAP changes. Follow project management principals and guidelines to complete project work throughout all phases of the project life cycle. Coordinate and facilitate communications and meetings with DTS and business managers, vendors, consultants, and cross-functional technical and business teams. Participate in requirements gathering, Joint Application Development, formal functional and technical review, and knowledge transfer sessions. Ensure the ERP system meets DWR business requirements and SAP best practices. Work with team members, users and customers to complete tasks and to meet business objectives and goals. Provide consultation to management and executives on SAP technical and function module subject matters that influences value-added decisions. May be required to work extended hours and travel to various locations throughout the State of California when requested.</p>		

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APPOINTEE Vacant	SAP PERSONNEL NO. TBD	DIVISION/SECTION DTS/SAP Logistics&HR Functional Analysis	
<i>Percent of Time</i>	<i>Activity</i>		
	<p>SPECIAL REQUIREMENTS:</p> <p>Incumbent shall maintain strict confidentiality in regard to departmental data and systems, identity management, system accounts, and information security items that they have access to via any assigned privilege accounts (These are accounts assigned to an employee that require privileges over-and-beyond the standard user production account, e.g. system administrator, applications administrator, domain administrators). Incumbent must maintain strict confidentiality when participating in any e-discovery or forensics type of activities, or any other situations where discretion is required.</p> <p>The Department of Water Resources (DWR) is committed to its mission and employees, and we are grounded in our commitment to public safety. DWR offers a hybrid workplace model that is designed to support a workforce of both office-centered and remote-centered workers. Regular and consistent attendance - whether office-centered or remote-centered - is essential to the successful performance in this position.</p> <p>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.</p> <p>May be required to work extended hours and travel to various locations throughout the State of California when requested.</p> <p>KNOWLEDGE, SKILLS AND ABILITIES:</p> <p>Must possess an understanding of end-to-end business process and procedures of the SAP ERP system and have strong analytical and administrative skills. Understand the technical elements of schema, SAP data base tables, custom tables, master data, Development, Implementation Management Guide (IMG), technical objects, table maintenance, view maintenance, security, and task review .in various SAP function modules. Understand cross application effects of changes made in the SAP system as they will be the knowledge expert for new technologies, processes and additional bolt-on solutions for enhancing the SAP environment to support the Department's Business. Perform cross-functional support for various SAP modules in the areas of analysis and design, quality assurance, and production support as required by operational demand. Must be able to independently balance concurrent assignments and complete assigned projects and tasks on time. Must be able to communicate effectively with business and technical staff, the general public, and policy-level administrators.</p>		

JOB DESCRIPTION AND POSITION CLASSIFICATION

CLASSIFICATION Information Technology Specialist I		DWR POSITION NUMBER 0530-1402-002/003	SAP POSITION NUMBER 50000820 / 50001490	MCR 1
APPOINTEE Vacant		SAP PERSONNEL NO. TBD	DIVISION/SECTION DTS/SAP Logistics&HR Functional/ Functional Ana	
COLLECTIVE BARGAINING IDENTIFIER <input type="checkbox"/> Management Related BU: <input type="checkbox"/> Supervisory Related BU: <input type="checkbox"/> Confidential Related BU: <input checked="" type="checkbox"/> Rank and File BU: R01				
RESPONSIBILITIES EXERCISED <input type="checkbox"/> Supervisory <input type="checkbox"/> Lead Person		IMMEDIATE SUPERVISOR (Print) Nabil Bandar	SUPERVISOR'S CLASSIFICATION Information Technology Supervisor II	
APPROVED BY (Personnel Analyst's Name) Serina Silvestre			DATE 5/11/2023	
<i>Percent of Time</i>	<i>Activity</i>			
	<p>POSITION SUMMARY:</p> <p>Under the direction of the SAP Functional Operations Supervisor, the position serves as a SAP Enterprise System Applications Functional Analyst. The position's duties and activities are performed primarily within the Business Technology Management technical domain. The incumbent provides dedicated technical services in support of the Department's SAP Enterprise Resource Planning (ERP) system. The incumbent ensures the technical health, operational reliability, sustainability, and security of the DWR SAP ERP system. The position must adhere to all Department Information Technology policies and standards as set by the Department's Manager of the Division of Technology Services.</p> <p>ESSENTIAL FUNCTIONS:</p> <p>This position requires that the incumbent work cooperatively with others; maintain regular, predictable, and consistent attendance; exercise good judgment; provide excellent service to internal and external customers; and complete assigned projects and tasks on time at a level commensurate with the position classification. The incumbent must demonstrate the following: respect for coworkers and managers by being courteous, considerate, and professional; openness and trust by being straightforward, listening respectfully, sharing information, and being receptive to new ideas; and accountability by taking responsibility for one's own actions/inaction and the subsequent outcomes. The specific duties are, but are not limited to, the following:</p>			
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SUPERVISOR'S NAME (Print) Nabil Bandar		SUPERVISOR'S SIGNATURE ➤	DATE	
EMPLOYEE'S STATEMENT:		I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT.		
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<i>Percent of Time</i>	<i>Activity</i>		
40%	<p>SPECIFIC DUTIES INCLUDE:</p> <p>ANALYSIS and DESIGN: Analyze, design, and implement complex enhancements and changes to SAP ERP system. Exercise initiative and independent judgment in modifying existing configurations to better meet DWR business requirements. This includes identifying DWR functional requirements, evaluating current system functionality, and designing and configuring new complex system processes for DWR program use. Provide expertise in business functions and processes within SAP utilizing knowledge of the Department's policies and procedures. Coordinate implementation of enhancement with other SAP modules and stakeholders. Support new initiatives set out by upper management and business process owners.</p>		
30%	<p>QUALITY ASSURANCE: Develop comprehensive unit test scripts and conduct testing of changes in configuration, data processing programs, and system applications and integration to ensure that all requirements and desired results have been fully vetted and met. Coordinate and facilitate comprehensive User Acceptance Testing with cross-functional team members and business users to ensure all changes in functional configuration, programming, system integration, and business processes meet the defined requirements and produce desired results before releasing changes to be moved into production environment. Create detailed functional documentation and determine the appropriate level of technical/functional documentation for each change request.</p>		
20%	<p>PRODUCTION SUPPORT: Analyze, evaluate, test, implement and support periodic functional enhancements and bug fixes of the ERP system and applications. Fulfill SAP functional incidents/problem tickets and service requests based on defined Service Level Agreement and expectation for excellent customer service. Maintain an extensive, broad based, up-to-date perspective on information technology, evolving industry trends especially those related to SAP. Perform cross-functional support for various SAP modules in the areas of analysis and design, quality assurance, and production support as required by operational demand.</p>		
10%	<p>PROJECT MANAGEMENT: Independently manage SAP maintenance and enhancement projects or as technical subject matter expert lead cross-functional teams and members to implement SAP changes. Follow project management principals and guidelines to plan and complete project work throughout all phases of the project life cycle. Coordinate and facilitate communications and meetings with DTS and business managers, vendors, consultants, cross-functional technical and business teams. Participate in requirements gathering and joint development sessions, Information Verification and Validation, formal functional and technical review and walkthrough, and knowledge transfer sessions. Ensure the ERP system tactically and strategically meets DWR business requirements and SAP best practices. Lead team members, users and customers to complete tasks and meet business objectives and goals. Provide consultation to management and executives on SAP technical and function module subject matters that influences value-added decisions. May be required to work extended hours and travel to various locations throughout the State of California when requested.</p>		

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