

DUTY STATEMENT
TECH 052 (REV. 02/2018)

PROPOSED

24-189

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 7/25/2025	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		E. POSITION WORKING TITLE Service Designer
F. CURRENT POSITION NUMBER 695-533-1402-003		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Critical Services		I. SUPERVISOR NAME AND CLASSIFICATION Tracy Lee, Information Technology Manager II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00 AM – 5:00 PM (VARIABLE)		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	<p>Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input checked="" type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input checked="" type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>Under direction of the Information Technology Manager II (IT Mgr II), the Information Technology Specialist I (IT Spec I) will serve as a Service Designer on the Critical Services Team. The IT Spec I will assess and improve the health of vital government services by centering user needs, equity, and service outcomes in addition to technical performance. The duties require the IT Spec I to collaborate with IT and policy teams to understand full-service journeys from end user platforms to backend systems; strong verbal and written communication skills to work with internal technical and non-technical teams, map user journeys, identify pain points, and co-create solutions that improve access, speed, and trust; support end user interviews, usability testing, and collect user feedback to improve services; document service blueprints, workflows, and system maps to identify connections and handoff issues; and assist in integrating user centered design into system & services assessments and modernization roadmaps.</p>
45%	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <ul style="list-style-type: none"> Conduct in-depth interviews with stakeholders and users. Support end-user journey mapping, service blueprinting and current-state service analysis to visualize and improve service experience. Collaborate with software engineers, analysts, and project managers to align technical work with end-user experience. Develop visual and written materials such as user profiles, workflows and UI mockups to support assessments and proposals. Work with cross-functional teams to evaluate the effectiveness of critical services and systems with a focus on user needs.
30%	<ul style="list-style-type: none"> Perform user research activities, including interviews, usability testing and feedback analysis to guide technical and operational decisions. Recognize and address accessibility, equity and trauma-informed design needs in how services are delivered. Develop and produce clear, structured reports that summarize technical findings and recommendations for business, executive, and technical stakeholders. These reports include relevant design artifacts, such as system diagrams, process flows, and assessment summaries, to support decision-making and IT planning efforts.
10%	<ul style="list-style-type: none"> Support the development and improvement of service evaluation frameworks by contributing to more balanced maturity models that include both technical and user experience criteria. Support the development and manual tracking of outcome-based performance metrics that highlight the business and user impact of IT systems, such as time savings or cost reductions.

10%

- Support the integration of user needs into requirements gathering for new or updated IT systems.
- Coordinate with State agencies to ensure user experience insights are integrated into implementation.

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

5%

- Participate in internal process improvement, training, and professional development activities.
- Perform other related duties, as required, to support the organization's mission.

Work Environment Requirements

- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).
- May be required to travel to various offices and locations throughout the State and surrounding areas to provide client services and attend meetings, conferences and training.
- May be required to travel via private or public transportation including overnight lodging.
- May be required to carry a mobile device and be available by phone and/or email.
- May be required to work outside of normal business hours: periodic off-shift and weekend work.
- Works in an office environment operating a laptop, keyboard, mouse, monitor(s) and printers under non-natural lighting for prolonged periods.
- Must maintain consistent, predictable attendance.
- Professional business attire may be required.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Information Technology Specialist I works under the direction of the IT Manager II.

Personal Contacts:

The Information Technology Specialist I works closely with a variety of staff at all levels within the CDT, customer departments, cross agency and vendors. The incumbent must be able to effectively communicate and coordinate between all the various entities to ensure the implementations/resolutions meet customers' requirements.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)

N/A

Supervision Exercised:

This level does not supervise but may lead. The Information Specialist I has defined responsibility and authority for decision making related to projects or in an advisory function.

Other Information

Desirable Qualifications: (List in order of importance.)

- Knowledge of service design, human-centered design, or systems thinking.
- Knowledge of journey maps, stakeholder maps, and basic prototyping.
- Excellent communication and collaboration skills across technical and non-technical teams.
- Strong understanding of software development life cycle models of both Agile and traditional project management principles and practices and the ability to blend them together in the right proportions to fit a project and business environment
- Strong knowledge and understanding of business needs with the ability to establish/maintain high level of customer trust and confidence
- Experience in creating wireframes, storyboards, user flows, process flows and site maps
- Ability to work well under pressure, adapt to unexpected events, prioritize and multi-task in a deadline driven environment.
- Ability to understand how government works and empathy for the people it serves.
- Ability to build equitable, trauma-informed, and accessible public services.
- Experience in UX, public policy, sociology or community engagement is a plus.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
------------------------	---------------------	------

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
-------------------------	----------------------	------