

DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED

RPA NUMBER (HR USE ONLY)

25-049

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 8/12/2025	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		E. POSITION WORKING TITLE Data Engineer
F. CURRENT POSITION NUMBER 695-352-1402-007		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Service Management & Operations / Service Design & Optimization / Service Metrics & CSI Projects / Gold Camp-Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Amruta Jainoji, Information Technology Supervisor II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY, 8:00AM – 5:00PM		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" 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 checked="" type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>Under direction of an IT Supervisor II (IT Sup II), the IT Specialist I (IT Spec I) plays a key role in supporting and improving technology services for both internal staff and external clients of the California Department of Technology (CDT). Responsibilities include:</p> <ul style="list-style-type: none"> Analyzing data and creating dashboards to track performance Driving continual service improvement (CSI) initiatives Conducting testing and quality assurance to ensure reliability Collaborating across service teams to coordinate efforts Managing and delivering services efficiently using IT Service Management (ITSM) tools and frameworks
<p>% of time performing duties 35%</p>	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Continual Service Improvement</p> <ul style="list-style-type: none"> Perform and support activities to ensure desired IT service maturity is achieved and maintained through strategic analysis and improvement efforts. Utilize ITSM application tools and data to identify opportunities for service enhancements. Ensure continuous optimization of CDT's IT service management through data-driven insights. Coordinate CSI projects by leveraging BI solutions, identifications of patterns and trends, and provide recommendations using predictive analysis. Perform periodic review and analysis of different work items including but not limited to problems and incidents in IT service areas identifying trends and pain points. Track and analyze trends in incidents, problems, changes, service requests and generate statistical reports to perform proactive CSI. Work consistently to improve internal processes & tools for CDT Office of Technology/ Service Management Operations. Own the automation projects and work towards Process standardization through industry best practices
<p>35%</p>	<p>Data Analytics using Metrics and Dashboard reporting</p> <p>Measure and assess service availability, capacity, continuity and performance of all services provided by CDT.</p> <ul style="list-style-type: none"> Responsible for generating operational and ad-hoc reports, as well as designing and developing new dashboards and visualizations utilizing Business Intelligence solutions.

- Develop and manage dashboards in ServiceNow, Power BI, and other such platforms to ensure real-time visibility into performance analytics and trends to help improve performance and overall service.
- Collaborate with service area managers/branch chiefs to create efficient reporting systems for capturing and presenting data allowing increased insights and capabilities.
- Analyze the report's results and develop recommendations for service improvements, as applicable, to ensure CDT meets its service level goals. Establish acceptable service levels and benchmarks.
- Develop Key Performance Indicators (KPIs) and metrics. Design reports to capture and measure KPIs and metrics.
- Develop and maintain integration between ServiceNow, Snowflake, and Power BI to enable efficient data sharing, workflow automation, and real-time analytics.
- Develop relevant practices and procedures for preparing business reports including creating and maintaining efficient and secure systems for recording data, discovering new reporting opportunities, and new ways to leverage existing data and reporting tools.

25%

Service Process Management

- Facilitate the department's use of IT Service Management (ITSM) application and work with service owners and developers on ITSM tool enhancements.
- Work with service owners to gather requirements to add, change and delete various components of CDT's ITIL processes.
- Provide approved ITIL requirements/process updates to the development team for technical design and implementation.
- Coordinate User Acceptance Testing (UAT) to ensure ITIL process updates fulfill the approved requirements prior to implementation in the ITSM application production environment.
- Adhere to executive management directions that all ITIL process updates follow CDT's service strategy, policy and procedures.
- Ensure the ITIL process documentation covers ownership, monitoring, tracking and thorough recording of all ITIL processes.
- Develop and provide training for related ITSM Support activities.

5%

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

Research and incorporate ITIL best practices into CDT's ITIL processes and related procedures

Work Environment Requirements

The IT Spec I is required to work in a team environment, occasional overtime, weekends and holidays as needed.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Spec I receives direction from the IT Sup II.

Actions and Consequences:

The IT Spec I serves as a data analyst for CDT's ITSM Continual Service Improvement to ensure CDT's IT service maturity is maintained. Failure to maintain effective ITIL Continual Service Improvement efforts could result in decreased service quality, delays in service provisioning, poor customer satisfaction and missed opportunities for innovation.

Personal Contacts:

The IT Spec I has daily contact with IT Specialists, IT Supervisors, IT Managers, IT Executives and customers.

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

None.

Supervision Exercised:

None.

Other Information

Desirable Qualifications: (List in order of importance.)

- Experience in reporting, visualization, data analytics, Big Data and Business Intelligence tools.
- ITSM/ITIL certification and/or training. Experience working with ITSM/ITIL processes. ServiceNow experience is preferred.
- Experience in any business intelligence tools like Power BI, Tableau, Power Views, Power Query, Advanced Excel, VBA, and reporting tools.
- ServiceNow performance analytics experience is preferred.
- Ability to understand the vision to work as a team member on strategic initiatives, and implement/deploy the necessary actions to meet business objectives
- Must have strong, effective verbal and written communication skills, ability to communicate and work productively with supervisors, managers, staff, customers, and vendors in a professional manner. Strong analytical skills are needed.
- Knowledge of principles of public administration, organization, and management, IT systems equipment, software, and practices, analytical techniques and technical report writing.
- Ability to analyze information and situations, identify and solve problems, reason logically, draw valid conclusions, develop effective solutions, apply creative thinking in the design of methods of processing information with information technology system, monitor and resolve problems with IT systems software and processes.
- Experience with GenAI, Snowflake, and scripting is preferred

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

SUPERVISOR NAME (PRINT) Amruta Jainoji	SUPERVISOR SIGNATURE	DATE
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