

DUTY STATEMENTDuty Statement for
General Classifications

State Compensation Insurance Fund

Employee's Name (First, Last)	
Program Business Services	Work Unit Corporate Business Services
Position's Authorized Classification (and Range) Information Technology Associate	Report To Staff Services Manager I
Position Title Business Services Technology Associate Analyst	Position Serial Number ###.###
Incumbent Appointment Classification (and Range) Domains: Business Technology Management, Client Services, Software Engineering.	CBID R01
	FLSA Status ☒ Covered, Work Week Group 2 ☐ Not Covered, Exempt WWG ☐ E or ☐ SE

PURPOSE/SCOPE:

Briefly describe or summarize the position's major functions. Why the position exists? Typically includes the following:

- Intent/Purpose of the position
- Degree of direction/supervision (Under what direction)
- Nature and level of the work

Example: Under direction (*degree of supervision*), perform the full range (*scope*) of varied, sensitive**, and complex** (*level of work*) analytical and consultative work necessary to effectively administer the program's _____ function (*reason for the position*).

** "Sensitive" and "Complex" should be defined

Under the direction of the Corporate Business Services Operations Manager (Staff Services Manager I), the Information Technology Associate performs a variety of recurring, well defined tasks to support the administrative and technical functions of Business Services.

This scope may include but is not limited to:

- The more routine administration, ongoing support, implementation and maintenance of Business Services applications/software in support of the organization's mission.
- Assisting and communicating with Business Services stakeholders in identifying technical requirements, provide technical training, and ongoing maintenance and support of new and existing Business Services applications.
- Support implementing enhancements to the system and supporting the strategy of continuous improvement.
- Collaborate with other Information Technology administrators, counterparts, and stakeholders to provide functional support as necessary.

Supervisor's Statement: I have discussed the duties of the position with the employee		
Supervisor's Name (Print)	Supervisor's Signature	Date
Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy		
Employee's Name (Print)	Employee's Signature	Date

Duty Statement Origination or Revision Date October 13, 2025

KEY RESULTS/ESSENTIAL FUNCTIONS: Specifically describe the 3-5 Key Results (or Essential Functions) of the position in order of their importance to achieve the purpose/scope of the position.

Each Key Result/Essential Function description should have statement(s) consisting of

1	2	3
An <u>action verb</u> : What is done? Define or elaborate on common vague words (e.g., "coordinates", "monitors", "assists")	The immediate <u>object</u> of the action	The <u>reason</u> for the action: Why?

In all aspects of performing the following Key Results/Essential Functions the incumbent will

- comply with the Code of Conduct and
- maintain regular and predictable attendance and/or communication availability during working hours.

The statements contained in this duty statement reflect general details as necessary to describe the principal results/functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas.

40%

- 1) Participate in enhancement and maintenance activities of existing Business Services applications/software. Assist with ongoing significant initiatives that impact Business Services (i.e. Printer Management, SharePoint, GRM, CARE).

(This is an essential function of the job.)

- A. Assist in gathering, reviewing, and documenting system requirements and specifications to ensure alignment with functional and non-functional requirements
- B. Participate in project activities with other units and/or vendors.
- C. Assist in creating and providing technical training to impacted users of a new application or enhancement to an existing application using various job aids/guides, delivery and communication methods.
- D. Support IT and/or vendor counterparts in their efforts to apply system patches and upgrades in performing software product deployment and request for change (RFC) activities.
- E. Coordinate well-defined project activities with other units and/or vendors.
- F. Elevate system issues to applicable vendor's support and coordinate testing of fixes.
- G. Collaborate with business stakeholders, vendors and IT on troubleshooting system issues.
- H. Support enhancement work with counterparts on IT initiatives that impact the Business Services systems, applications and/or software.
- I. Work with stakeholders to gather, review, and document business requirements for new functionality or enhancements to system(s). Participate in testing software systems.
- J. Develop and sustain mutual working relationships with project stakeholders.
- K. Assist with root cause analysis and lessons learned on operational issues.
- L. Provide technical support to business stakeholders to resolve incidents and/or requests.

30%

- 2) Delivery of administrative and analytical support for Business Services' Information Technology (IT) agreements on behalf of Business Services.

(This is an essential function of the job.)

- A. Analyze and facilitate assigned Business Services technology Master Service Agreements and Statements of Work for vendor contracts to include a thorough understanding of contracting risks.
- B. Develop Statements of Work, Sole Source Documents, GC19130 and other contract documents for IT equipment and hardware purchases, Software Licenses, and annual maintenance renewals.
- C. Analyze, facilitate, and manage Vendor Risk Assessments (VRA), Inherent Risk Questionnaire(s) (IRQ) Assessment, Business Supplemental Questionnaire(s) (BSQ)
- D. Monitor funding levels on all IT contracts and report to the manager when levels exceed established parameters.
- E. Review, facilitate approvals, document, and process all Information Technology contract invoices for software, hardware, subscriptions, training, etc. and have a thorough working knowledge of IT cost centers, ledgers,

categories, towers, and projects. All contract expenditures are tracked, burn rates are monitored and documentation is stored in Share Point.

F. Review, document, and make recommendations with Enterprise Procurement relating to expiring master service agreements and change orders

G. Prepare, coordinate, analyze, and report on all aspects of Information technology budgetary functions.

20%

3) Support Business Services' technology initiatives through applications.

(This is an essential function of the job.)

A. Execute guidelines for technology governance and process improvement for Business Services applications.

B. Configure, maintain and troubleshoot Business Services applications.

C. Gather, document, and review technical requirements and specifications for new functionality or enhancements to the system.

D. Coordinate with impacted Business units to test all new functionality before rollout.

E. Provide standard and customized reports and empower leaders to access the reports directly.

F. Participate in project meetings and provide input.

G. Maintain and secure confidential and sensitive data.

H. Communicate with counterparts in Information Technology to determine the impact of new functionality on their system.

5%

4) Perform miscellaneous tasks as directed in order to support all relevant needs of the department. Attend regular meetings and check-ins to stay up to date and connected in a hybrid work environment. MS Teams video conferencing, messaging, and phone calls are tools to stay connected. These meetings and check-ins include but are not limited to:

A. 1:1's, skip level meetings and check-ins with supervisors and management.

B. Unit Meetings

C. Business Services meetings

D. Program Check-in meetings

5%

5) Serve on special projects and other Business Services initiatives as needed. Maintain current knowledge (keep abreast) of State Fund corporate developments, policies, affecting program management and staff operations to initiate and effectively perform administrative and technical responsibilities while serving as a resource to program management and staff (this is an essential function of the job).

100%

REQUIRED QUALIFICATIONS/COMPETENCIES (KNOWLEDGE, SKILLS/ABILITIES):

KNOWLEDGE AREAS:

Working knowledge CARE and other State Fund standard software applications

Working knowledge of State Fund and business unit functions

Working knowledge of workers' compensation insurance rules and regulations

Working knowledge of and skill/ability with project management methodology, product management and system development lifecycle

Working knowledge of the State Fund organization, Policy Operations, Regional Office and Corporate functions, and business policies and procedures

General understanding of State Fund's business and strategic goals

Working knowledge of effective change management principles and strategies in organizations

Working knowledge of contracting and procurement techniques and contract negotiation and administration

Working knowledge of financial management to prepare, justify, and/or administer project budgets and monitor expenditures

Working knowledge of AskAdmin Case Management System

Working knowledge of SharePoint and Worksite

Working knowledge of Konica, HP, Canon Printers
Working knowledge of State Fund software applications
Knowledge of Corporate policies and procedures related to Enterprise Procurement
Knowledge of and experience with Oracle iProcurement
Knowledge of Ariba application

SKILLS/ABILITIES:

- Ability to lead, coordinate, facilitate, and make presentations
- Ability to communicate professionally and effectively verbally and in writing with all levels of management, employees and vendors, including strong technical writing ability
- Skill/Ability to interpret/apply policies and procedures to complete assignments
- Skill/ability to organize and prioritize work to meet established target dates
- Skill/Ability to formulate policies, procedures and workflow processes
- Skills/ability to meet time priorities of project reporting and management requirements
- Skills/ability to examine, analyze, and reassess work priorities and resource assignments
- Ability to analyze issues and situations, proactively make and support decisions, alternatives and recommendations
- Ability to use good judgment and make sound decisions in stressful or sensitive situations while being firm, diplomatic and tactful
- Skill/Ability to maintain balance between meeting customer expectations and providing excellent service to deliver complex projects
- Skills/ability to manage and deliver multiple tasks at the same time with changing deadlines and priorities
- Ability to research, analyze, evaluate problems and provide timely solutions.
- Skills/ability to set priorities according to project requirements and time constraints
- Ability to work independently and as a team with co-workers and management to address and resolve issues
- Ability to work in cross-functional teams with other State Fund departments
- Skills/ability to analyze and solve technical problems and issues
- Ability to remain proactive vs. reactive in resolving problems/issues before problems become evident to the end user and to ensure a stable and reliable environment
- Ability to remain calm in the face of multiple problems
- Skill/Ability with Microsoft Office (Word, Excel, Power Point, PowerBI and Visio).
- Skill/Ability to write technical and non-technical documentation.
- Skill/Ability to work in virtual settings, conduct virtual meetings utilizing virtual meeting tools
- Skill/Ability to identify project stakeholders utilizing stakeholder analysis tools
- Skills/ability to demonstrate successful project delivery by identifying project results that are underpinned by positive stakeholder surveys
- Skill/ability to manage Communication and Training plans
- Skills/ability to lead and motivate project team effectively
- Skill/ability with project management fundamentals and negotiating with client level personnel and internal staff for project support
- Skill/ability to develop, maintain, and strengthen working relationships with leaders and project stakeholders
- Ability to communicate effectively and in a professional manner (both orally and in writing) with various levels of the State Fund organization
- Good listening skills and ability to provide quick, accurate responses
- Skill/Ability to influence others, negotiate agreements and consensus among project partners, work peers, and other stakeholders
- Self-motivation, dependability, flexibility and the ability to work in a team environment.

WORK ENVIRONMENT:

Physical Requirements

Computer data entry, frequent light lifting, bending, reaching, carrying, and telephone work; mobility to various working areas

Travel

Travel may be required.

Travel may include, but not be limited to, plane, bus, van, taxi, or car.

Travel to various work sites and locations for training and/or meetings.

Travel may occasionally be from overnight to five days in duration.

Emergency call backs

Emergency call backs may be needed.

Work Hours

Work hours may vary.