

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

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

Section A: Position Profile

A. DATE 12/9/2025	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Associate		E. POSITION WORKING TITLE Product Analyst
F. CURRENT POSITION NUMBER 695-343-1402-002		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Digital Services / Technology Innovation Services / Planning and Product Management / Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Gopikrishna Ghatamaneni, Information Technology Manager I
J. WORKDAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY-FRIDAY/ 8:00 AM-5:00 PM/ DAY		K. POSITION REQUIREMENTS 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 checked="" 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>The California Department of Technology (CDT) is focused on improving how the state government develops and implements innovative solutions to meet the public's evolving needs, enriching customer experiences, and improving critical technological applications. The CDT's Office of Digital Services (ODS) plays a critical role to enhance digital government and build a California that works for all Californians. We do this by providing foundational platforms, web standards, and technologies for state entities to provide and scale innovative digital services.</p> <p>Under the general supervision of the Information Technology Manager I (IT Mgr I) over Planning and Product Management, the Information Technology Associate (IT Assoc) performs a variety of analytical tasks and activities. The IT Assoc is responsible for product planning and management throughout the product lifecycle, including driving significant parts of user experience, coordination of new features and functionalities, and optimizing product strategy and roadmaps. The IT Assoc will be responsible for utilizing the agile methodology to guide projects through the process of business analysis, sprint planning, execution and testing. Additionally, the IT Assoc may plan, organize and facilitate various communities of practice which enable the state's greater technology community and business programs to share knowledge and best practices, ask questions of their colleagues, and directly engage on high priority topics.</p>
% of time performing duties 35%	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Business Technology Product Management</p> <ul style="list-style-type: none"> • Develop and champion recommendations on product vision, strategy, and roadmaps for multiple product lines in support of business goals and objectives. Present and clearly articulate product strategy and roadmaps to leadership, partners, and peers. • Utilize user/market research, user feedback and product analytics to identify new product opportunities and enhancements. • Build and evaluate business cases to support product and program investment decisions. • Define, track, and improve key product metrics, leveraging data to help make informed decisions and recommendations. • Collaborate in a cross-functional environment with user experience (UX) design, engineering, and business teams to assess the value, usability and feasibility of product features. • Specify, prioritize, and communicate detailed product requirements while following Agile methodology.

- Research relevant emerging technologies, market trends, solutions, policies and applicable regulations to understand market dynamics and make informed recommendations to guide product and program decisions.
- Support all aspects of one or more IT projects applying industry standards, principles, guidelines, methods and techniques, planning, monitoring, processes, and controlling principles to deliver an IT product, program solution, service, or system.
- Document and refine high level and detailed requirements based on input from users, stakeholders, and subject matter experts.

Support Project Management

30%

- Coordinate and support project teams by identifying, documenting, reporting, and mitigating risks and issues that interfere with the ability of the team to deliver on goals or requirements.
- Responsible for creating and maintaining project documentation, including project plan/charter, roadmap/schedule, risk log, partner support documentation and user guides, among others.
- Support Product Owner by ensuring product backlog is properly refined, prioritizing maximizing value and using creative techniques for elaborating user stories to be ready for upcoming sprints.
- Report and communicate day-to-day activities to relevant stakeholders and team members.
- Support the creation of policy, guidelines, and regulations for statewide application.
- Ensure that all related tools, templates, processes and procedures are documented and up to date to support product and program needs.
- Assist in defining and deploying new product development processes and in facilitating the continuous improvement of existing processes.

Quality Assurance

15%

- Support quality assurance (QA) efforts as a part of Agile / Scrum teams including the development, execution and maintenance of test plans, test scenarios, and test cases.
- Facilitate the defect management and triage process for assigned initiatives.
- Provide input on go/no-go decisions for product releases.
- Track and report on test status using established QA metrics and KPIs for assigned projects.
- Perform QA on finished products to ensure conformance to best practices and standards as well as customer need.
- Collaborate with project teams to develop, implement and improve testing approaches including the integration of automation into testing processes.
- Provide direction and guidance for test process improvements and establishing processes and procedures.

15%

Community Engagement

- Establish and lead assigned Community of Practice (COP) forums to foster engagement with relevant communities and stay abreast of emerging technology trends as well as help share and inform CDT's strategies and product roadmap.
- Engage organizational leadership, as well as leadership from other state entities and Community of Practice members to define the scope and focus of each COP and plan agenda for each meeting.
- Coordinate scheduling, agenda, speakers, facilities/room setup and related logistics of COP meetings.
- Track and follow-up on action items that result from COP meetings.

5%

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

- Other related duties as required.

Work Environment Requirements

- May be required to carry a cell phone.
- May be required to work outside of normal work schedule.
- Travel to internal and external customer locations for meetings is required.
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Associate receives directions from the IT Mgr I.

Actions and Consequences:

Poor decisions, judgments, and recommendations in the areas above could result in dissatisfaction of partners and the inability for products to function.

Personal Contacts:

The IT Associate has regular contact with various California departments, agencies and their executive leadership and project staff, the California Government Operations Agency, CDT executives, leadership and project staff, and consultants. The IT Associate may have contact with the Governor's Office, Legislature, control agencies, business consultants, and vendors in the communication of program strategies, direction, and project changes.

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

N/A

Supervision Exercised:

This level does not supervise.

Other Information

The IT Associate should have knowledge of product management, agile/scrum methodology, business analysis, requirements analysis, testing tools and techniques and maintain approved attendance. They must exercise a high degree of initiative and demonstrate tact and good independent judgment, dependability and maintain predictable attendance. Additionally, the incumbent should possess the following knowledge, skills, and/or abilities:

Desirable Qualifications: (List in order of importance.)

- Knowledge/experience with product development and management practices and principles, including user experience (UX), software/application engineering, and DevOps.
- Knowledge/experience with project management best practices such as Agile and Scrum.
- Knowledge/experience with technical standards and policies.
- Ability to navigate internal governance processes and support rapidly changing information and user needs.
- Testing experience.
- Ability to work independently.
- Strong oral, written, and interpersonal communication and customer service skills.
- Ability to reason logically and creatively and use a variety of analytical techniques to solve problems.
- Ability to present ideas and information effectively, both orally and in writing.
- Ability to gain and maintain the confidence and cooperation of others.

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

Instructions

Copies and Distribution	<ul style="list-style-type: none"> <u>Current and Proposed Duty Statements</u>: Submit with Request for Personnel Action (RPA) package. <u>Approved Duty Statement</u>: Supervisor reviews with incumbent; both supervisor and incumbent must sign and date. <u>Signed Copies</u>: Original to supervisor; copy to incumbent; scanned/electronic version emailed to Human Resources. 		
Section A: Position Profile	Complete Sections A through K. If position number is changing, complete sections D, E, G, and H using the proposed position information. If the incumbent's name is known, complete section C.		
Section B: Position Functions & Duties	Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).		
<i>Information Technology Domains</i>	Select all domains applicable to the incumbent's duties/tasks.		
<i>Organizational Setting and Major Functions</i>	Provide a <u>brief</u> description of the position's reporting relationship, primary role, and purpose.		
Essential Functions	<p>Identify the fundamental job duties of the position that must be performed, with or without reasonable accommodation. NOTE: Essential Functions shall be properly aligned with the classification specification. Percentages shall be in increments of 5, and should be no less than 5%. The total percentage of all functions (essential and marginal) must equal 100%.</p> <p>Per Government Code section 12926.1 (a-c), a job function or task may be considered an essential function for several reasons, including, but not limited to:</p> <ul style="list-style-type: none"> • The position exists to perform the function. • There are a limited number of other employees available to perform the function, or among whom the function can be distributed. • The function is highly specialized; the person is hired for special expertise or ability to perform the function. • Removal of the function would fundamentally alter the job. <p>To write essential functions for the position:</p> <ul style="list-style-type: none"> • Identify the major functions of the job. Most positions have five to seven major functions. • Identify the specific tasks associated with each major function (include end products). • Identify the level of work and why the work is done. <p>The below is an example of how to write an essential function and the associated task statements:</p> <p>ESSENTIAL FUNCTIONS</p> <table border="1"> <tr> <td style="text-align: center;">45%</td> <td> <p>Provide complex analytical support, and complete various sensitive assignments and documents in consultation and coordination with a variety of management, staff, and others using proven research techniques and analytical and writing skills.</p> <p><u>Associated Tasks Statements</u></p> <ul style="list-style-type: none"> • Research, develop, and/or review a variety of documents, including STMM policies, procedures, and contract implementation-related documents, including contract exemption requests, Statements of Work, and other related items. • Conduct surveys, analytical studies, and other related activities to develop pertinent informational resources on telecommunications programs, issues, and customer utilization. • Follow up on statewide telecommunications-related laws, policies, procedures, and documents [e.g., Request for Information (RFI), Request for Proposal (RFP), Management Memoranda]. </td> </tr> </table>	45%	<p>Provide complex analytical support, and complete various sensitive assignments and documents in consultation and coordination with a variety of management, staff, and others using proven research techniques and analytical and writing skills.</p> <p><u>Associated Tasks Statements</u></p> <ul style="list-style-type: none"> • Research, develop, and/or review a variety of documents, including STMM policies, procedures, and contract implementation-related documents, including contract exemption requests, Statements of Work, and other related items. • Conduct surveys, analytical studies, and other related activities to develop pertinent informational resources on telecommunications programs, issues, and customer utilization. • Follow up on statewide telecommunications-related laws, policies, procedures, and documents [e.g., Request for Information (RFI), Request for Proposal (RFP), Management Memoranda].
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Marginal Functions	Identify functions or tasks that are performed, but are not fundamental duties of the position. These are functions or duties that can be assigned to another employee and can be characterized as non-essential or marginal. The phrases "perform other related duties" or "perform other related work" can be used in the marginal functions field. NOTE: Percentages shall be in increments of 5, and should be no more than 5%. The total percentage of all functions (essential and marginal) must equal 100%.		
Work Environment Requirements	Identify physical or mental requirements, work conditions, hazards, and equipment used on the job and required to perform the essential functions of the job. NOTE: Specify in this section if a fingerprint background check is required.		
Allocation Factors	<ul style="list-style-type: none"> <u>Supervision Received</u>: Identify the scope of initial instruction, how work is supervised while in progress, and nature and purpose of final review. <u>Actions and Consequences</u>: Identify in what areas judgment, decisions, and recommendations are made, and probable effects of poor decisions or recommendations. <u>Personal Contacts</u>: Identify with whom, how frequently, and for what purpose personal contacts are required with persons outside of the immediate work group. <u>Administrative and Supervisory Responsibilities</u>: Briefly identify the extent of participation in management functions (e.g., planning, budgeting, cost control, reporting, selecting, placement, and development of personnel). Indicate "None" if a non-supervisory position. <u>Supervision Exercised</u>: Identify the type of supervisory responsibility exercised and indicate whether supervision is a responsibility of the position or of a lead nature. 		
Other Information	Identify any significant factors or special requirements for this position that are not included elsewhere on this form. <ul style="list-style-type: none"> <u>Desirable Qualifications</u>: Identify any special personal characteristics, interpersonal skills, additional qualifications, specific business needs, and additional attributes that will enhance the incumbent's ability to perform a particular function. (e.g., professional certification or license, general or specialized knowledge in the field, ability to qualify for a fidelity bond, aptitude for investigative work, skills and abilities above the required minimums.) NOTE: Please list the desirable qualifications in order of importance, as they will be listed on the Job Opportunity Bulletin (JOB). 		