

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Information Technology (IT) Specialist I	IT Business Operations Specialist
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-353-1402-976
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Division Chief's Office	<i>Click here to enter text.</i>
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Infrastructure Services	CEA
BRANCH:	REVISION DATE:
Information Technology	11/20/2025
Duties Based on: <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> Call Center/Counter Environment <input checked="" type="checkbox"/> May be Required to Work in Multiple Locations <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Requires DMV Pull Notice <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) <input checked="" type="checkbox"/> Travel May be Required <input type="checkbox"/> Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) <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 type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering	
<p>Under direction, the incumbent provides oversight and project management for analysis and development of Information Technology (IT) business processes that will ensure that the Infrastructure Services Division (ISD) adheres to sound business process and IT best practice solutions for internal and external customer support and communications. As the overall owner of ISD IT business processes, the incumbent will ensure the cooperation needed to re-engineer ISD IT business operations and ensure these new processes are incorporated and ingrained into ISD everyday business. In addition, the incumbent will work with other IT Branch divisions and other EDD branches and divisions to ensure quality and continuity of the processes implemented. The incumbent will consult with Deputy Directors, Division Chiefs, Senior Management, customers, vendors and partners in matters dealing with ISD IT Business processes; participate in and consult with various workgroups to</p>	

ensure consistency with overall ISD and EDD business environments. The incumbent must be able to research information technology and project management topics and provide clear and concise written and verbal reports, including executive summaries.

The incumbent must have a working knowledge of data processing concepts and current industry trends and the ability to apply that knowledge to evaluating business processes and act as a consultant on critical IT efforts. The incumbent must possess strong analytic, communication, and interpersonal skills. They will act as participant within the ISD Senior Management Team in business planning and coordination, the incumbent must have working knowledge of project management practices and principles, EDD technology foundation and IT best practices for processes and procedures that enable IT organizations to deliver high quality customer service.

The incumbent contributes toward the growth of the ITB into a customer-focused, service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of these principles.

Over time, the incumbent will progress through the ranges of the class, and work will increase in complexity and coordination for larger impact as more experience is gained. An incumbent in Range A should be able to perform tasks with some assistance, an incumbent in Range B should be able to perform tasks with little assistance and an incumbent who has reached Range C should be able to perform the tasks independently and assist newer staff in the process as needed.

Percentage of Duties	
40%	Works with technology managers and staff to ensure all technology-based (technical and management) procedures fit within existing department policies or industry best practices (i.e., Information Technology Infrastructure Library frame work, Project Management Institute, and IEEE), providing the translation between the technical and business aspects of ISD business and ensure consistency and integration with all other ITB and ISD business and technology policies, standards, procedures and practices.
25%	Provides coordination and oversight for all PPMD business and technology-based policy, standards, procedures and practices by ensuring that the following programs are in place, operating, supported by the appropriate information line-of-business organizations and periodically evaluated against their objectives: <ul style="list-style-type: none"> • Provides configuration management over change by being the baseline owner of the Centralized Reference Library of all ISD policies, standards, procedures and practices. • Education program for all ISD managers and staff (initial and refresher training); and, • Performance monitoring systems established into technical operation frameworks and translated to business management information. • The above requires knowledge of configuration management practices and how they function in the varying technological lines of business.
10%	Reviews all technical procurement documents (purchase orders, bid documents, etc.) to ensure consistency with technology and business architecture directions and strategies.
10%	Research information technology and project management topics and provide clear and concise written and verbal reports, including executive summaries.

10%	Provides coordination for all requests with Division-wide impact. Analyze impact on existing Division policies, standards, procedures and processes and work with technical line-of-business owners to create alternatives and recommendations.
Percentage of Duties	
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%
Other: <i>Click here to enter text.</i>	

Type of Environment:

☒ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:

Interaction with Customers:

☐ Required to work in the lobby ☐ Required to work at a public counter
☐ Required to assist customers on the phone ☐ Required to assist customers in person
☐ Other:

5. SUPERVISION EXERCISED:

(List total per each classification of staff)

None

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature:

Date:

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name:

Supervisor's Signature:

Date:

7. HRSD USE ONLY

Classification and Pay Unit (CPU) Approval

<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.	CPU Analyst Initials	Date Approved
<input type="checkbox"/> Exceptional allocation, STD-625 on file.	NSW	12/17/2025

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

Civil Service Classification

Information Technology (IT) Specialist I

Position Number

280-353-1402-976

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file