

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Information Technology Specialist I (ITS I)

POSITION NUMBER:

800-712-1402-010DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)***Information Systems Division/POST/PPMB**BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)***Business Analysis Section**

SUPERVISOR'S NAME:

Vaishali Patwardhan

SUPERVISOR'S CLASS:

Information Technology Supervisor II (IT Sup II)SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. *(Explain below)*
- ☐ None
- ☒ Other *(Explain below)*

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one):*

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The Information Systems Divisions (ISD) mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by the California Department of Social Services (CDSS) business units.

ISD accomplishes this by:

- Effectively managing information systems and equipment;
- Planning, communicating and implementing responsible information technology policies and solutions; and,
- Sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

Under direction from the IT Supervisor II, the IT Specialist I (ITS I) acts in the role of Business Analyst, works on high- risk and highly visible IT system problems, projects and efforts (delegated or non-delegated). The ITS I will be responsible for concurrent management of multiple tasks and independently performs the Project Approval Lifecycle (PAL) activities to support business needs, IT systems and/or teleprocessing networks/ systems. The ITS I will perform analyses on intake requests, concepts, proposed solutions, internal processes, workloads, program operations and work with members of IT and/or program business units to identify and assess issues, problems and opportunities for application enhancements. Use industry standards to perform analyses. The incumbent will produce non-technical and technical documentation that may include technical writing explaining technologies, process and products. The primary functions of this role fall under the Business Technology Management and IT Project Management domains.

A. RESPONSIBILITIES OF POSITION:

45 % Business Analysis

Leads a variety of CDSS business/program partners and ensures the successful completion of the elicitation, documentation and maintenance of functional and non-functional requirements and may include the creation of test plans and test cases. Develop requirement traceability matrix and identify the relationships to other requirements. Translate the most complex and detailed IT systems user requirements/user stories in a clear manner that is comprehensible to developers/project team; including, creating process models, specifications, diagrams, and charts. Performs analysis to determine business and system impacts. Participate in discussions with stakeholders on Commercial off the shelf software (COTS)/Software as a service (SaaS)/cloud based solutions and provide guidance on project scope, schedule, costs, risks and issues to program teams. Develops or modifies existing business processes, functional specifications, detailed test plans, test cases and test execution checklists. Develops or modifies existing implementation documents. Ensure the implementation team has the adequate capabilities to support the delivery of the new software solution. Conduct benchmark analysis to leverage existing software from other California Health and Human Services Agency (CalHHS) IT organizations. Leads the development of and documentation for analysis activities following System Development Life Cycle (SDLC) methodology and PAL. Collaborate with stakeholders to develop PAL documents. Provides analytical and technical expertise to document business processes, elicit requirements, develop use cases and user stories, and conduct site visits. Develops and validates business requirements and business rules for the purpose of designing system workflows, configurations, triggers, and reports. Assists in performing and evaluating root cause analyses of reported issues. Leads all levels of phases for application system analysis and testing activities, validates use cases and user stories to ensure the delivered product fulfills the business goals and objectives and delivers value to the program area. Develop presentations and briefings on critical initiatives to Deputies. Conduct planning meetings, joint application development (JAD) sessions, and requirements gathering workshops with cross functional teams to ensure change requests are clearly and comprehensively documented in user stories for development and testing. Function independently on the Department's Agile Development Methodology and recommend modifications to enhance the user's experience of the application. Provide timely and accurate updates to management regarding projects and assignments. Develop technical documentation including, use case documentation, functional requirements, user stories, test scripts and/or training materials. Apply industry standardized project management and/or software development methodologies and manage the assigned projects.

25% IT Project Coordination and Support

Responsible for the development of project management deliverables and coordination of activities across IT, business program areas, and contracted resources. Provide regular status updates to management on all assignments, including project progress, issues, risks, costs, and emerging IT initiatives that may impact customers. Participate in peer reviews of IT project deliverables and collaborate with the Project Manager to support project planning and execution. In partnership with program and IT subject matter experts, present project concepts and alternative analyses to control agencies. Assist in the development of test plans, test scripts, test cases, and user acceptance testing. Collaborate with other functional areas within the IT organization to ensure successful project delivery. Communicate effectively with internal and external stakeholders. Document project meetings and workshops by preparing meeting notes and minutes. Respond to management inquiries regarding project details.

25% Business Process and IT Liaison

Participate in IT system enhancement request processes by validating business concepts, conducting assessments, and partnering with the Portfolio Management team and business stakeholders to develop comprehensive business case documentation including closeout or Post Implementation Evaluation Report. Maintain and monitor the Program's portfolio of enhancement requests, providing regular status updates to leadership and stakeholders.

Serve as a liaison between business units and IT workgroups—representing business needs to IT and, conversely, IT requirements to business partners. Ensure alignment between Program objectives and IT strategies, fostering mutual understanding and collaboration.

Actively support organizational business process improvement initiatives. Build and maintain strong working relationships with key stakeholders across the organization, promoting awareness of functional interdependencies. Consistently demonstrate core values and competencies, adhere to leadership expectations, and serve as a role model for staff. Maintain reliable attendance with minimal unplanned absences.

5% Perform other duties as assigned within the scope of the classification

B. SUPERVISION RECEIVED:

The ITS I is under the direction of the Business Analysis Section Chief, IT Sup II.

C. ADMINISTRATIVE RESPONSIBILITY:

The ITS I is responsible for providing technical and project management support for the Information Systems Division, The ITS I also provides Departmental IT project coordination and tracking, developing policy and procedures for the administrative portions for the IT governance process, completing legislative analysis, and providing additional administrative recommendations for general branch activities.

D. PERSONAL CONTACTS:

The ITS I has contact with staff at all levels within the Department and representatives from other departments, e.g., the Department of Finance and the Department of Technology. The ITS I also has contact with private vendors and contractors.

E. ACTIONS AND CONSEQUENCES:

The ITS I must exercise tact and judgment in their project management duties as the scheduler. They must also exercise judgment when making recommendations regarding the schedule for information technology system projects in the Department. Failure to exercise good judgment would have an adverse impact on the ability of the CDSS to deliver successful information technology projects, and the Branch to provide knowledgeable, informed recommendations to the CDSS for effective use of technology.

F. OTHER INFORMATION:

Thorough knowledge of project management best practices is required. Knowledge of PMBOK and CA-PMF is desired. The ITS I must possess excellent work habits, such as attention to detail, dependability, the ability to meet deadlines, and completed staff work. The ITS I must also have excellent communication skills. Above all, the ITS I must have the ability to develop cooperative working relationships with all levels of staff within ISD and the Department.

This position requires a background investigation, including a criminal conviction history screening, before hire (IRS Publication 1075). Applicants are required to submit fingerprints via the Live Scan process to the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). Background investigation clearance is a condition of employment for this position.