

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Information Technology Services (ITSD)	EFFECTIVE DATE
BRANCH/SECTION Business Relations Management Section (BRMS)	CLASS TITLE Information Technology Specialist I
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.	PHYSICAL WORK LOCATION Sacramento / San Francisco / Los Angeles
INCUMBENT (if known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-406-1402-022

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

BRIEFLY, (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:

The Information Technology Specialist I (ITS I) works under the direction of the BRMS Manager. The ITS I serves as a liaison between ITSD and business programs and functions as a technical lead for lower-level staff in the BRMS. The ITS I provides Business Analysis support for CPUC Information Technology projects, supports the development and maintenance of Enterprise Architecture models, and prepares technical documentation related to IT systems and projects. The ITS I assists with IT Project Planning through the California IT Project Approval Lifecycle (PAL) process and may also perform IT Project management duties.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
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	<p>The ITS I primarily works in the Business Technology Management and IT Project Management domains with limited work in the Systems Engineering and Software Engineering domains.</p> <p><u>ESSENTIAL FUNCTIONS:</u></p>
30%	<p>IT Liaison</p> <ul style="list-style-type: none"> • Serve as the IT liaison between business programs and the Information Technology Services Division (ITSD), ensuring a high degree of visibility and engagement with business programs. • Regularly interact with business stakeholders to understand their organizational needs and anticipate how technological solutions can enhance their business processes. • Attend business program meetings as requested, acting as the central point of information for all related IT activities. • Collaborate with business program leaders to support technology planning efforts, offering strategic advice on aligning technological opportunities with business strategies. • Provide IT consultation to business programs, assisting as the initial point of contact for completing project intake forms for new IT-related work originating from the business program. • Work closely with business stakeholders to gather specifications related to changes in their business functions and operations and develop metrics and key performance indicators (KPIs) to measure success criteria. • Identify and engage with stakeholders to capture, review, analyze, and validate business requirements using business justification, fiscal analysis, business process analysis, and gap analysis. • Lead lower level staff in IT Liaison activities.
30%	<p>IT Project Support</p> <ul style="list-style-type: none"> • Assist project managers in managing and overseeing all phases of the project management and system development life cycles, ensuring efficient and effective project delivery. • Serve as a technical specialist, conducting analytical studies and activities on IT projects. • Work with business program stakeholders to identify and document desired project outcomes and benefits.

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	<ul style="list-style-type: none"> • Assist OCM resources with stakeholder identification and assessments, and identifying OCM impacts and risks. • Collaborate with business and technical staff to gather and document functional and system specifications, identifying opportunities to improve processes or better leverage existing technologies. • Schedule and facilitate business requirements elicitation and analysis meetings, including but not limited to Joint Application Review (JAR) and Joint Application Design (JAD) sessions. • Develop and assist in the creation of test scenarios, test cases, test scripts, test data, and test plans for User Acceptance Testing (UAT). • Lead lower-level staff in IT Project Support activities.
20%	<p>Technical Documentation</p> <ul style="list-style-type: none"> • Document business processes, functional and non-functional requirements, requirements traceability matrices, system design specifications, business rules, use cases, system and data flows diagrams, work flow diagrams, installation instructions, system architecture, and other system-related information in compliance with policies and procedures as outlined in the California Department of Technology Project Management Framework, State Administrative Manual (SAM), and Statewide Information Management Manual (SIMM), the California Project Management Framework (CA-PMF) and following best practices from the Business Analysis Body of Knowledge (BABOK). • Assist with preparing documentation for all Project Approval Lifecycle (PAL) stages. • Produce technical documentation that helps users understand and use a product or service. Documentation can include online help and manuals (system, end-user, and training). Technical writing explains technologies, processes, and products. • Maintain existing system documentation. • Lead lower level staff in Technical Documentation activities.
10%	<p>Communication and Advocacy</p> <ul style="list-style-type: none"> • Communicate the IT-related needs of the business program to ITSD management and relevant business units. • Act as an advocate for the business program within ITSD, quickly mobilizing resources to address urgent issues and championing their resolution, escalating as necessary. • Partner with Organizational Change Management (OCM) resources to ensure successful communications, training, and adoption strategies for business programs' new system and/or processes. • Lead lower level staff in Communication and Advocacy activities.
5%	<p>Research and Training</p> <ul style="list-style-type: none"> • Maintain current training and knowledge related to State and Departmental Policies, procedures, CA-PMF, PAL, and BABOK. • Perform research related to emerging technologies, technology trends, and industry best practices. • Review current literature, white papers, and technical documentation. • Attend meetings, workshops, tutorials, labs, and training classes. • Participate in professional organizations or conferences. • Pursue training, certification, and ongoing education appropriate to maintain and enhance the level of service provided to the CPUC. • Works with team and provide written and verbal reports and analysis of technology, best practices, methodologies, and issues. Shares knowledge with other staff as appropriate.
5%	<p><u>MARGINAL FUNCTIONS:</u></p> <p>Perform other job-related duties as needed.</p>

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KNOWLEDGE AND ABILITIES *[From Class Specs]*

Knowledge of: Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Ability to: Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:

- Work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature.
- Sit at a desk during core office hours.
- Use a computer, keyboard, mouse, monitor, and printers for prolonged periods of time.
- Bend and stoop to retrieve and replace files and records weighing up to 20 pounds.
- Move about the office and stand or sit during in person meetings.
- Proficiently use standard office technologies, including computer applications, phone equipment, Internet, voicemail, email, etc.
- Occasional travel via private or public transportation (i.e., drive an automobile, take an airplane flight, etc.) including overnight lodging inside California may be required.
- This position is FLSA exempt and may require some work outside of normal business hours.

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print) Michael Bonner	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal 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 to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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