

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

INFORMATION TECHNOLOGY SPECIALIST I

POSITION NUMBER:

800-712-1402-026

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

ISO/PROJECT OVERSIGHT &amp; STRG. TECH. BRANCH

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

PROJECT MGMNT. &amp; SYSTEM OVERSIGHT BUREAU

SUPERVISOR'S NAME:

VACANT

SUPERVISOR'S CLASS:

IT SUPERVISOR 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)*

Fingerprinting clearance required.

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:

Information System Division's (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 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.

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**CONCEPT OF POSITION:**

Under direction of the Business Analysis Section Chief (IT Supervisor II), the Information Technology Specialist I (ITS I) provides business support and consultation to resolve complex IT-related issues. The ITS I serves as ISD's representative and works as a business liaison with the social program team to conduct initial triage of Information Technology Service Requests (ITSRs). Additionally, the ITS I provides ongoing business analysis and project management support, ensuring that IT solutions align with program needs.

**A. RESPONSIBILITIES OF POSITION:****30% IT Request Intake and Triage**

Lead initial triage activities for IT system enhancement requests. Validate concept, conduct assessment and partner with business/program teams on development of required documentation. Review IT Service Requests (ITSR) for completeness and alignment with ISD processes. Collaborate program team/s in prioritizing solution requests for approval/management within the ISD's portfolio. Lead ITSR for triaging and IT impact analysis in collaboration with program teams to determine business needs. Ensure the ISD and business supporting teams have the adequate capabilities to support the delivery of the new solution. Review program guidelines, and ITSR supporting documents on program requirements. Collaborate with internal staff and external stakeholders on necessary program improvements. Evaluate threshold requirements, rate, and rank ITSR using internal program scoring systems and checklists. Develop essential documentation and develop projections to determine requested system enhancement feasibility to ensure compliance with program rules and regulations. Lead discussions with stakeholders on requested solutions and provide guidance on project scope, schedule, costs, risks, and issues to program teams. Document existing and new business processes, procedures and implementation documents. Develop preparing project reports for presentation before the internal and external stakeholders. Leverage organizational resources to improve project work; mentor and develop team members. Review complex and varied information from multiple sources to develop presentations for senior management. Lead project meetings with Department senior management and control agencies to articulate project issues, constraints, and opportunities. Develop preparing project reports for presentation before the internal and external Stakeholders. Maintain communication with management team and project sponsors. Collaborate with the Other branches in the ISD Division to process ITSR. Conduct stakeholder feedback and training workshops as needed.

**40% Business Analysis, Portfolio Analysis, and Documentation Support**

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.

**25% Customer Relationship and Support**

Act as a liaison to bridge/facilitate communication and understanding between the program team and ISD. Provides exceptional customer service with focused information on related IT topics and activities. Provides relevant and accurate information about ISD policy, procedures and processes assisting program teams in making informed decisions. Interact with program teams to improve/ maintain service experience and establish trust and sustainable relationship through open communication. Responds to Program inquiries, identify additional needs program team/s may have and help them to select the best solution in an efficient manner. Maintain records of customer interactions, transactions, comments, and concerns. Leverage available resources and participate in cross-training to provide seamless back-up coverage and achieve maximum customer satisfaction.

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

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B. SUPERVISION RECEIVED:

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

E. ACTIONS AND CONSEQUENCES:

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. This position is subject to fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI) .