



POSITION DUTY STATEMENT

<b>Division:</b> Information Systems Division	<b>Classification Title:</b> 1401 Information Technology Associate
<b>Branch:</b> Governance & Project Management Branch	<b>Working Title:</b> Intake Analyst
<b>Unit:</b> Governance & Project Management Branch	<b>Tenure/Timebase:</b> Permanent Fulltime
<b>Position City:</b> Sacramento	<b>Position County:</b> Sacramento County
<b>Position Number:</b> 706-1401-013	<b>CBID/Bargaining Unit:</b> R01
<p><b>Conflict of Interest Classification:</b> No</p> <p>This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.</p>	
<b>Medical Evaluation:</b> No	<b>Bilingual Language:</b> Unknown
<b>Sensitive Position:</b> No	<b>DMV Employee Pull Notice:</b> No
<b>Fingerprint/Live Scan:</b> Yes	<b>Professional License:</b> No
<b>Work Week Group:</b> 2	<b>Effective Date:</b> 10/01/2025

**Direction Statement and General Description of Duties:** Under the general supervision of the Project Approval Lifecycle (PAL) Group, Information Technology (IT) Manager I, the Information Technology Associate will perform duties related to Business Technology Management and Client Services including, but not limited to Business Analysis and Performance evaluation, IT Training, Intake Service Request Support, Release Management facilitation, and Project Management coordination.

The Intake Analyst plays a key role in the development, implementation, and continuous improvement of intake and oversight processes that align with departmental goals and technology initiatives. This position also contributes to the configuration, customization and functional readiness of the tools and technologies that support governance Functions within the DMV Information Systems Division (ISD)



POSITION DUTY STATEMENT

Governance & Project Management Branch.	
<b>Percentage and Essential/Marginal Functions:</b>	
40%	<b>Analytical Role (E)</b> Contributes to the development and refinement of workflows to streamline intake and service request processes. Assists in planning, execution control and monitoring activities for IT projects including but not limited to tracking project performance and cost metrics. Assists in release planning, deployment coordination, change control, and post-release evaluations. Collaborates with cross-functional teams to ensure readiness and mitigate deployment risks. Collects and analyzes performance data related to the functions and processes of the DMV ISD Governance & Project Management Branch.
25%	<b>Consultation Role (E)</b> Provides and coordinates IT consultation to business units, administrators, and technical staff to support business program needs and technology solutions. Participates in Joint Requirements Development (JRD) sessions to define and changed requirements and Joint Application Design (JAD) sessions to assist with developing technical specification requirements, design, and solution analysis. Supports project management efforts including scope definition, risk identification, issue resolution, and stakeholder coordination.
15%	<b>Communication Role (E)</b> Maintains consistent communications with internal and external stakeholders regarding software changes, project requirements, and issue resolution. Schedules and facilitate recurring meetings with project teams to monitor project progress, address challenges, and plan project activities. Coordinates documentation and communication of release schedules, deployment plans, and post-release evaluations. Prepares comprehensive reports and documentation throughout the System Development Lifecycle to ensure transparency and alignment.
15%	<b>Trainer Role (E)</b> Assists with the development of educational materials and end user training for the department's Service Request module and intake processes. Assists in documenting and sharing the release management procedures and best practices to applicable teams and stakeholders.
5%	<b>Other Duties (M)</b>



POSITION DUTY STATEMENT

Performs other job-related duties as required.

**Supervision Received:** Performs work under the general supervision of the IT Manager I.

**Supervision Exercised and Staff Numbers:** None

**Physical Requirements:** Works in an office setting, in a cubicle as well as in meeting rooms. Will be sitting for long periods. Will be accessing a computer and typing for long periods.

**Special Requirements:** Ability to work well with others, communicate well, understand and follow department processes and procedures, and be able to facilitate meetings and conduct presentations. This position shall function as a lead. Strong team leadership is required. Complies with security policies and procedures established by the data owners and the Information Security Officer. Implements the technical means to preserve the integrity and security of the department’s information assets and manage the risks associated with those assets. Advises the data owners and the Information Security Officer of control vulnerabilities and recommendations for alternatives that enhance data security and integrity for existing and developing systems.

**Personal Contacts:** Will interact with internal and external staff by phone, email, and in person. Interactions may be general, confidential, sensitive, or informative.

EMPLOYEE ACKNOWLEDGMENT

*I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)*

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

MANAGER/SUPERVISOR ACKNOWLEDGMENT



POSITION DUTY STATEMENT

*I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement*

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE



POSITION DUTY STATEMENT

<b>Division:</b> Information Systems Division	<b>Classification Title:</b> 1401 Information Technology Associate
<b>Branch:</b> Governance & Project Management Branch	<b>Working Title:</b> Intake Analyst
<b>Unit:</b> Governance & Project Management Branch	<b>Tenure/Timebase:</b> Permanent Fulltime
<b>Position City:</b> Sacramento	<b>Position County:</b> Sacramento County
<b>Position Number:</b> 706-1401-016	<b>CBID/Bargaining Unit:</b> R01
<b>Conflict of Interest Classification:</b> No <p>This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.</p>	
<b>Medical Evaluation:</b> No	<b>Bilingual Language:</b> Unknown
<b>Sensitive Position:</b> No	<b>DMV Employee Pull Notice:</b> No
<b>Fingerprint/Live Scan:</b> Yes	<b>Professional License:</b> No
<b>Work Week Group:</b> 2	<b>Effective Date:</b> 10/01/2025

**Direction Statement and General Description of Duties:** Under the general supervision of the Project Approval Lifecycle (PAL) Group, Information Technology (IT) Manager I, the Information Technology Associate will perform duties related to Business Technology Management and Client Services including, but not limited to Business Analysis and Performance evaluation, IT Training, Intake Service Request Support, Release Management facilitation, and Project Management coordination.

The Intake Analyst plays a key role in the development, implementation, and continuous improvement of intake and oversight processes that align with departmental goals and technology initiatives. This position also contributes to the configuration, customization and functional readiness of the tools and technologies that support governance Functions within the DMV Information Systems Division (ISD)



POSITION DUTY STATEMENT

Governance & Project Management Branch.	
<b>Percentage and Essential/Marginal Functions:</b>	
40%	<b>Analytical Role (E)</b> Contributes to the development and refinement of workflows to streamline intake and service request processes. Assists in planning, execution control and monitoring activities for IT projects including but not limited to tracking project performance and cost metrics. Assists in release planning, deployment coordination, change control, and post-release evaluations. Collaborates with cross-functional teams to ensure readiness and mitigate deployment risks. Collects and analyzes performance data related to the functions and processes of the DMV ISD Governance & Project Management Branch.
25%	<b>Consultation Role (E)</b> Provides and coordinates IT consultation to business units, administrators, and technical staff to support business program needs and technology solutions. Participates in Joint Requirements Development (JRD) sessions to define and changed requirements and Joint Application Design (JAD) sessions to assist with developing technical specification requirements, design, and solution analysis. Supports project management efforts including scope definition, risk identification, issue resolution, and stakeholder coordination.
15%	<b>Communication Role (E)</b> Maintains consistent communications with internal and external stakeholders regarding software changes, project requirements, and issue resolution. Schedules and facilitate recurring meetings with project teams to monitor project progress, address challenges, and plan project activities. Coordinates documentation and communication of release schedules, deployment plans, and post-release evaluations. Prepares comprehensive reports and documentation throughout the System Development Lifecycle to ensure transparency and alignment.
15%	<b>Trainer Role (E)</b> Assists with the development of educational materials and end user training for the department's Service Request module and intake processes. Assists in documenting and sharing the release management procedures and best practices to applicable teams and stakeholders.
5%	<b>Other Duties (M)</b>



POSITION DUTY STATEMENT

Performs other job-related duties as required.

**Supervision Received:** Performs work under the general supervision of the IT Manager I.

**Supervision Exercised and Staff Numbers:** None

**Physical Requirements:** Works in an office setting, in a cubicle as well as in meeting rooms. Will be sitting for long periods. Will be accessing a computer and typing for long periods.

**Special Requirements:** Ability to work well with others, communicate well, understand and follow department processes and procedures, and be able to facilitate meetings and conduct presentations. This position shall function as a lead. Strong team leadership is required. Complies with security policies and procedures established by the data owners and the Information Security Officer. Implements the technical means to preserve the integrity and security of the department’s information assets and manage the risks associated with those assets. Advises the data owners and the Information Security Officer of control vulnerabilities and recommendations for alternatives that enhance data security and integrity for existing and developing systems.

**Personal Contacts:** Will interact with internal and external staff by phone, email, and in person. Interactions may be general, confidential, sensitive, or informative.

EMPLOYEE ACKNOWLEDGMENT

*I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)*

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

MANAGER/SUPERVISOR ACKNOWLEDGMENT



DEPARTMENT OF MOTOR VEHICLES  
POSITION DUTY STATEMENT

706-1401-016

*I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement*

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE