

Office of Legislative Counsel
925 L Street
Sacramento, CA 95814-3702

**DUTY STATEMENT
LEGISLATIVE DATA CENTER
CUSTOMER SERVICES BRANCH
CHAMBER AND COMMITTEE DIVISION
COMMITTEE MANAGEMENT AND CUSTOMER RELATIONS SECTION**

CLASSIFICATION TITLE: Information Technology Associate

WORKING TITLE: IT Business Analyst

POSITION NUMBER: 156-1401-XXX

EFFECTIVE DATE: Month Date, Year

Statement of Duties:

Under the general supervision of the Information Technology Manager I, the incumbent works as a business analyst team member providing information technology technical and analytical support for the California State Legislature within the Committee Management and Customer Relations Section of the Chamber and Committee Division. The incumbent works as a business analyst to provide technical expertise, support, training for legislative applications, and business processes used within the committees of the California State Legislature. The incumbent provides video conferencing moderating support for legislative hearings in the capitol. The incumbent performs as a team member on projects and support teams to implement and support office custom software used by committees of the California State Legislature. The incumbent provides telephone or on-site, support to assist legislative committee customers with information technology questions and problems. The incumbent will be highly responsive to customer inquiries, whether in-person, by phone, or by email, independently and without supervision. The incumbent troubleshoots and resolves committee offices' desktop computer problems. The incumbent analyzes and documents information technology problems and facilitates the resolution by working collaboratively with other Legislative Data Center (LDC) information technology staff. The incumbent is required to work overtime to meet workload demands, work cooperatively with teams, peers, and management, and adhere to professional business attire due to direct customer contact.

Essential Functions:

40% Works as a business analyst, video conferencing moderator, and team member providing technical and analytical support for the California State Legislature within the Committee Management and Customer Relations Section of the Chamber and Committee Division. Provides video conference moderation services. Receives and responds to legislative customer support requests and technical problems. Develops end-user training materials and provides customer training. Develops understanding of the Legislative process and uses this understanding to support customers during critical legislative deadlines.

- 30% Performs as a team member and work as a software tester on various projects. Analyzes requirement specifications and supports legislative applications used by the California State Legislature. Provides on-site and off-site support to assist legislative customers with information technology and business process questions and problems.
- 25% Provides desktop support via telephone and on-site to legislative committee staff. Analyzes, troubleshoots, and resolves legislative committee customer computing problems. Analyzes and documents information technology business process problems and facilitates their resolution. Works collaboratively with other information technology staff of the LDC.
- 5% Analyst performs administrative tasks, such timekeeping and project related documentation. Performs other committee support related tasks as assigned by management.

Core Competencies:

Customer Service Orientation: Performs as a customer advocate for Committee members by establishing and maintaining relationships with customers. Maintains courteous, effective, and professional working relationships with all those contacted during the course of the work. Adjusts priorities in response to changing legislative customer needs. Quickly and effectively responds to customer inquiries; effectively balances the interests of a variety of customers.

Teamwork: Facilitates and maintains cooperative working relationships. Works toward accomplishment of team goals. Values and encourages input and expertise of others. Maintains professional internal/external relationships that meet the organization’s core values.

Analytical Skills: Approaches problems using a logical and systemic approach. Effectively prioritizes tasks. Troubleshoots to identify and resolve technical issues.

Problem Solving and Decision-Making: Identifies problems and uses logical analysis to find information. Identifies root causes, evaluates, and recommends the best course of action for problem resolution.

Work Standards: Ensures that work products are complete and accurate. Ensures work assignment deliverables and due dates are met.

Planning and Organization Oriented: Organizes work to meet organizational goals, and objectives, while ensuring work produced meets high-quality standards.

Professional Attributes:

Demonstrates a consistent team orientation. Ensures quality of service by using resources effectively and exceeding customer service expectations.

Working Conditions:

Performance of these duties requires the use of computers and mobile devices, such as tablets and mobile phones. Cubicle workspace area is in an office building that is temperature controlled. There may be extended periods of sitting. Some travel between offices located in the downtown Sacramento area may require walking within several blocks.

Working Hours:

The typical workday is 8:30 a.m. to 5:30 p.m. However, work hours may involve working extended hours, evenings, weekends, and on-call hours, as needed based on business needs.

I have discussed with my supervisor the duties of the position and have received a copy of the duty statement. I certify that I am able to perform the duties of this position with or without reasonable accommodation.

Employee's Signature

Date