

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

 Current Proposed

RPA NUMBER 30260	DGS DIVISION / OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME Enterprise Services	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 3rd Street, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION Information Technology Specialist II	POSITION NUMBER 306-072-1414-036	CBID R01
POSITION ELIGIBLE FOR TELEWORK: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	PROBATIONARY PERIOD <input type="checkbox"/> 6 Months <input checked="" type="checkbox"/> 12 Months <input type="checkbox"/> N/A	WORK WEEK GROUP E
WORK SCHEDULE (DAYS / HOURS) Monday - Friday, 8:00 a.m. - 5:00 p.m.	TENURE Permanent	
WORKING TITLE Product Manager	TIMEBASE Full-Time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	BILINGUAL POSITION: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No LANGUAGE NEEDED: <input type="checkbox"/> Verbal <input type="checkbox"/> Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION Rank and File Supervisor Specialist Office of Administrative Hearings Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under the general direction of the Information Technology (IT) Manager I, the IT Specialist II in the Department of General Services, Enterprise Technology Solutions assumes the lead responsibility within the domains of Information Technology Project Management, Business Technology Management, and Software Engineering, specifically in product managing all of ETS' ServiceNow offerings. This includes planning and strategizing releases, aligning business needs with available products, project management, coordinating Governance Meetings, ensuring user adoption, managing all customer communications (including training and knowledge base articles), and developing policies and standards for ServiceNow offerings.

SPECIAL REQUIREMENTS Medical Clearance Background Clearance Typing DMV Pull Notice Drug Testing
 Vehicle Home Storage Permit Driver's License and Class (specify below in Description) Certificate (specify below in Description)
 Professional License (specify below in Description) Other (specify below in Description)

Telework

The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
30%	Leads ServiceNow implementations by performing product management duties; This involves using various ETS best practices templates and processes, industry best practices, and organizational change management processes to develop product management plans, schedules, status reports, user stories, risk and security assessments, presentations, training plans, and communications.
20%	Applies advanced problem-solving expertise at a senior level to all stages of product development, from initial conception to final implementation; Identifies and assesses product opportunities via customer feedbacks, ensuring ServiceNow platform alignment with customer requirements and

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	viability assessments, and strategically chooses features to enhance effectiveness within the operational context that fulfills program needs while reducing costs.
20%	Conducts analysis and research, formulates strategic plans, develops presentations, and owns the creation of ServiceNow governance materials for ETS Senior Management and all DGS programs; This encompasses crafting the DGS ServiceNow roadmap, offering product analysis recommendations, driving user adoption, and strategizing initiatives using various ETS best practices templates and processes.
20%	Develops product communication plans and materials by creating presentations, service catalog support items, product campaign flyers, feature sheets, training materials, and knowledge base articles; Coordinates and conducts department-wide training for all DGS program users to ensure a smooth department-wide rollout and promote adoption of ServiceNow services, enabling DGS programs to effectively utilize the new offerings.
5%	Refines ServiceNow delivery by analyzing industry trends and California state standards, providing recommendations, creating, reviewing, and promoting best practices for the platform to the ServiceNow Governance Team; Implements policies supporting DGS programs and the Information Security Office to ensure IT security and staff compliance. Manages escalated ServiceNow-related incidents through vendor collaboration, action plan creation, and resolution of issues.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Maintains professional and technical knowledge by attending job related educational workshops and training to promote and continue the development of solutions that are maintainable, extensible, optimized, and secured.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS Travel (Specify the percentage in the travel box below)

Will be required to report to the office as needed/required.

DESIRABLE QUALIFICATIONS

- ServiceNow Certification is a plus.
- Strong understanding of CSM and IT Service Management (ITSM) best practices.

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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.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

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

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED

C & P APPROVED BY	DATE SIGNED