

# DUTY STATEMENT

# State Compensation Insurance Fund

<b>Employee's Name:</b>	
<b>Program:</b> Information Technology	<b>Work Unit:</b> IT Recruitment Program / IT College Recruitment Program
<b>Position's Authorized Classification:</b> Information Technology Specialist I	<b>Report To:</b> Information Technology Supervisor II / Information Technology Manager I
<b>Position Title:</b> Emerging IT Professional	<b>Position Serial #:</b>
<b>Information Technology Domain(s):</b> Client Services Information, Software Engineering, System Engineering	<b>CBID:</b> R01
<b>Incumbent Appointment Classification (and Range):</b> Information Technology Specialist I	<b>FLSA Status:</b> <input type="checkbox"/> Covered, Work Week Group 2  <input checked="" type="checkbox"/> Not Covered, Exempt WWG <input checked="" type="checkbox"/> E or <input type="checkbox"/> SE

## PURPOSE/SCOPE:

Under the direction of the IT Supervisor II/ IT Manager I, the Information Technology Specialist I (Emerging IT Professional) will be assigned to various rotational information technology assignments and work independently or as part of a group. The assignments will expand upon their knowledge and experience of the principles and techniques in the delivery, support, and administration of technology services and will expose the employee to a variety of programs and functions throughout State Compensation Insurance Fund's Information Technology department. In each assignment, the employee will perform analysis and duties aligned with the department function and their classification. In addition, they will broaden their experience in the application of technology and technology services within their assigned rotational program.

The IT Specialist I may perform a wide variety of tasks requiring regular innovative problem-solving within broadly stated and non-specific guidelines.

During the assignment, the Emerging IT Professional will participate in a one-year development curriculum and be assigned duties and deliverables of a function or program within the IT organization. Assignments may include but are not limited to:

- **Client Services** - The full lifecycle of end user device solutions including evaluation, configuration, provisioning, training, security, tracking, and support for an end user computing environment.
- **Software Engineering** - The architecture, development, operation, and maintenance of software systems including user research, user centric design, development or configuration, programming, enterprise architecture, service-oriented architecture, testing, and implementation of the business application services.
- **System Engineering** - The architecture, design, configuration, operation and maintenance of systems discovery and planning, design, configure, administer, and sustaining the operation of a defined system. System elements can include network, server, storage, operating system, database, program, hardware, and software.

<b>Supervisor's Statement:</b> I have discussed the duties of the position with the employee		
Supervisor's Name (Print):	Supervisor's Signature:	Date:
<b>Employee's Statement:</b> I have discussed with my supervisor the duties of the position and have received a copy		
Employee's Name (Print):	Employee's Signature:	Date:

## **KEY RESULT/ESSENTIAL FUNCTIONS:**

**In all aspects of performing the following Key Results/Essential Functions the incumbent will:**

- Comply with the Code of Conduct.
- Maintain regular and predictable attendance and/or communication availability during working hours
- Establish and maintain effective working relationships and uphold principles of integrity in the workplace.
- Follow the principles of the State Fund's Equal Employment Opportunity policies and procedures.
- Maintain a safe working environment.
- Create and maintain a positive and professional image of State Fund within the community.

*The statements contained in this duty statement reflect general details as necessary to describe the principal results/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.*

**45%**

**1. Technical Operations: Performs complex assignments, provides analysis, supports organizational policies, and maintains professional, customer focused relationships.**

(This is an essential function of the job)

- a. Complete complex and sensitive assignments according to established policies, procedures, and timelines.
- b. Develop the necessary job skill sets to complete the assigned project/responsibilities, within the established time frames and performance requirements. Successfully complete and participate in all required training as it relates to the rotation.
- c. Provide analysis of a broad range of technical problems that may be interdisciplinary in nature.
- d. Provide quality customer service in a timely manner and take "ownership" of each customer contact to see needs are met and promises are kept.
- e. Skilled in using tact and diplomacy when dealing with the needs, problems, and/or concerns of other departmental staff, outside agency personnel, and/or the public.
- f. Defend State Fund against fraudulent activities by detecting and identifying access, data, and process discrepancies from operational procedures and guidelines.

**30%**

**2. Technical Acumen: Develops and maintains the technical expertise needed to deliver accurate, effective customer solutions.** (This is an essential function of the job)

- a. Develops and maintains technical knowledge to maximize customer service.
- b. Possesses, acquires, and maintains the technical and business expertise required to do the job effectively and to create helpful customer solutions; demonstrates an understanding of new information and continually strives to build knowledge; most up-to-date and accurate customer information; successfully completes all assignments and training processes, policies, and pending legislation.

**Customer Service: Responds promptly and clearly to customer inquiries using accurate information and effective written and verbal communication.**

(This is an essential function of the job)

- a. Timely respond verbally and/ or in writing to customer requests and inquiries received.

- b. Obtain and evaluate all relevant information needed to handle inquiries including reviewing requests and documentation, contact subject matter experts, and research resource materials, as appropriate; organizes written ideas clearly and tailors written communication to address each individual situation; adheres to high standards for written communication including the quality review criteria and State Fund' style guide.

**15%**

**3. Complete the one-year IT College Recruitment Program curriculum as assigned, while building technical skills, applying learning, and collaborating effectively with the team.**

(This is an essential function of the job)

- a. Complete assignments and learning reinforcement activities as assigned with quality.
- b. Attend training as directed and seek ways to apply the learning principles in your day to day activities.
- c. Develop and share action plans to develop technical/professional skills identified in the curriculum and through self-assessment.
- d. Act as a team lead and coordinate the work of others to perform and/or assist with training as requested.
- e. Actively participate with team members and meet regularly to build group dialogue and cohesiveness in an effort to generate innovative thinking and enhance learning results.

**10%**

**4. Complete administrative duties as outlined by your IT manager and mentor.**

(This is an essential function of the job)

- a. Participate in special projects, committees, and/or task forces and provide timely feedback about each rotational assignment.
- b. Comply with all mandatory training and reporting requirements.
- c. Complete timecards and expense reports in a timely manner.

**100%**

**REQUIRED QUALIFICATIONS/COMPETENCIES (KNOWLEDGE, SKILLS/ABILITIES):**

**KNOWLEDGE AREAS:**

- Knowledge of Information Technology governance principles and guidelines to support decision making, current trends, methods, and practices.
- Knowledge of software applications (e.g. Java, Python, .NET) or hardware.
- Knowledge of technical concepts to manage and oversee the progress of a variety of assignments and project activities.
- Proficient spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are as complete, concise, and error-free as possible.

- Proficient time management techniques to provide for efficient prioritization and completion of projects and assignments.
- Knowledge of decision-making techniques and processes to identify and make appropriate decisions from a variety of alternatives.
- Knowledge of data analysis methods and techniques to draw appropriate conclusions and make recommendations on the basis of research data and analysis.

## **SKILLS AND ABILITIES:**

- Ability to research, analyze, and evaluate information to make and support decisions.
- Ability to manage multiple projects and tasks.
- Ability to achieve results according to objectives.
- Ability to handle stressful situations while being firm but tactful.
- Ability to coordinate, facilitate, and make presentations.
- Ability to learn and apply new technology information quickly and effectively.
- Skill with application systems development life cycle methodology.
- Skill with IT techniques for sorting, searching, querying, etc.
- Skill in applying testing concepts, and techniques effectively.
- Skill in providing assistance, advice, and guidance to project team members on relational database design concepts, application development, efficient production, Object design, testing concepts, and other specialties.
- Skill/Ability to effectively work with and relate with other people.
- Skill/Ability to work independently and as a team with co-workers and management to address and resolve issue.
- Skill/Ability to write professional and accurate reports and other communications suitable for distribution to internal and external customers.

## **WORK ENVIRONMENT**

### **Physical Requirements:**

- Incumbent works in the usual office environment (unless otherwise assigned to a rotation in field work).
- Work will consist of computer data entry, frequent light lifting, bending, reaching, carrying and telephone work; mobility to various working areas.
- Rotations that are field assignments may also include driving.

**Travel:**

- Travel to various work sites and locations for training and/or meetings. Travel may occasionally be from overnight to five days in duration.

**Emergency call backs:**

- Not applicable.

**Work Hours:**

- Standard work hours are Monday through Friday, 8:00am to 5:00pm.
- Regular work hours can vary based on the business needs of the assigned rotation/department rotation.