

POSITION STATEMENT

| 1. POSITION INFORMATION | |
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| CIVIL SERVICE CLASSIFICATION: | WORKING TITLE: |
| Information Technology Specialist I | Programmer Analyst |
| NAME OF INCUMBENT: | POSITION NUMBER: |
| | 280-350-1402-976 |
| OFFICE/SECTION/UNIT: | SUPERVISOR'S NAME: |
| Mainframe Benefit Services Section | |
| DIVISION: | SUPERVISOR'S CLASSIFICATION: |
| Application Services Division | Information Technology Supervisor II |
| BRANCH: | REVISION DATE: |
| Information Technology Branch (ITB) | 3/6/2023 |
| Duties Based on: <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours | |
| 2. REQUIREMENTS OF POSITION | |
| Check all that apply: <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> Call Center/Counter Environment <input type="checkbox"/> May be Required to Work in Multiple Locations <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Requires DMV Pull Notice <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) <input checked="" type="checkbox"/> Travel May be Required <input type="checkbox"/> Other (<i>specify below in Description</i>) | |
| Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) Occasional travel to attend meetings, trainings, or operational support. | |
| 3. DUTIES AND RESPONSIBILITIES OF POSITION | |
| Summary Statement: (Briefly describe the position's organizational setting and major functions) | |
| Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) <input type="checkbox"/> Business Technology Management <input checked="" type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input checked="" type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering | |
| Under the direction of the Information Technology (IT) Supervisor II, the IT Specialist I works in a project team environment to support the business functions for the following group of the Mainframe Services Section: <ul style="list-style-type: none"> • Unemployment Insurance (UI) Mainframe Group The IT Specialist I works in a project team environment performing Unemployment Insurance, Labor Data and Compliance, and Workforce Services Mainframe work to support the business functions that include may involved a wide variety of tasks that include (Requirements Gathering, Analysis, Design, Coding, Unit Testing, Integration Testing, Support System Testing, Implementation of Programs and Maintenance). The scope typically includes multiple program areas, and involves | |

planning, developing, and implementing technological solutions including Mainframe, COBOL, JCL, DB2, CICS, etc., across all Mainframe Services Section's groups that are essential to the missions of the overall organization, or affecting large numbers of people on a long-term or continuous basis. The incumbent is expected to demonstrate innovative problem-solving skills within broadly stated and non-specific guidelines in one or more of the following domains: Business Technology Management, Client Services, Information Security Engineering, Information Technology Project Management, Software Engineering, or System Engineering.

Incumbent may: perform feasibility studies and research analysis related to technology projects; provide information technology consultation in support of business programs; provide metrics on service level agreements; develop and/or review data sharing agreements prior to release of confidential information; analyze business impact and exposure based on emerging security threats; monitor project milestones and deliverables; coordinate and consult with users, administrators, and engineers to identify business and technical requirements; develop and sustain cooperative working relationships with project stakeholders; perform software product deployment and release management activities; define and design software solutions; identify infrastructure system requirements and recommend technology, hardware, software, and plans installation; advise, create, or participate in the design of new system architecture, standards, and methods to support organizational needs; install, configure, administer, test, and maintain communication software systems; conduct research and perform analysis to recommend system upgrades, cost-effective solutions, and process improvements; troubleshoot, track, and conduct root cause analysis of system/database/operational issues; and act in a lead role over lower-level staff.

| Percentage of Duties | Essential Functions |
|----------------------|--|
| 35% | Serves in a lead capacity on application projects. Works with customers to elicit, develop, and document requirements (A condition or capability needed by a user to solve a problem or achieve an objective) of what is needed to solve the business need. Meets both independently and in teams and develops high-level and detailed documentation. Designs and maintains program specifications. Develops and codes complex new programs and maintains old programs. Develops and conducts tests using various testing methodologies. Prepares system and program test specifications, test plans, test data and validates results. Conducts and participates in all phases of the System Development Life Cycle. |
| 30% | Serves as lead on projects of moderate complexity and develops work plans and documentation in relation to the System Development Lifecycle (SDLC). Works with project team to produce project schedules and staff assignments. Negotiates business priorities and meets with business customers, IT management and staff. The customers can be external/internal such as Unemployment Insurance Branch (UIB), Disability Insurance Branch (DIB), Tax Branch, Workforce Services Branch (WSB), and Department of Labor (DOL). |
| 20% | In a lead capacity, monitors, mentors and trains lower level staff. May assist lower level staff in understanding and interpreting work assignments delegated by their supervisors/managers. |

Civil Service Classification
Information Technology Specialist I

Position Number
280-350-1402-976

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| <input type="checkbox"/> Exceptional allocation, STD-625 on file. | nsw | 4/22/2026 |
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Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file