



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

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

CLASSIFICATION TITLE: Information Technology Associate

WORKING TITLE: Business Analyst

POSITION NUMBER: 156-1401-XXX

EFFECTIVE DATE: June XX 2026

Statement of Duties:

Under the general supervision of the Information Technology Manager II, the incumbent will work as a business analyst team member providing information technology customer and analytical support for the California State Legislature within the Chamber & Committee Customer Relations Section of the Chamber and Committee Division. As a business analyst, the incumbent performs as a team member on project and support teams to implement and support office custom software used by the California State Legislature. The incumbent provides on-site and off-site support to assist legislative customers with information technology and business process questions and problems. The incumbent analyzes, troubleshoots, and resolves Senate and Assembly Chamber Systems computing problems, analyzes and documents information technology and business process problems, and facilitates their resolution by collaborating with other information technology specialists in the Office of Legislative Counsel (OLC). The incumbent will be highly responsive to customer inquiries, whether in-person, by phone, or by email, independently and without supervision. The incumbent is required to work overtime to meet workload demands, to work cooperatively with peers, teams, management, and any other persons contacted during the course of duties, and to adhere to professional business attire due to direct customer contact.

Essential and Marginal Functions:

40% Works as a business analyst team member providing information technology, customer, and analytical support for the California State Legislature within the Chamber & Committee Customer Relations Section of the Chamber and Committee Division.

- 30% Performs as a team member on projects and support teams to implement and support office custom software 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% Analyzes, troubleshoots, and resolves Senate and Assembly Chamber Systems computing problems, analyzes and documents information technology and business process problems, and facilitates their resolution by working collaboratively with other information technology specialists of the OLC.
- 5% Works overtime to meet workload demands, to work cooperatively with peers, teams, management, and any other persons contacted during the course of duties, and to adhere to professional business attire due to direct customer contact.

Core Competencies:

Customer Service Orientation: Maintains courteous, effective professional working relationships with all those contacted during the course of the work; readily 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; fosters commitment, team spirit, pride, and trust.

Analytical Skills: Approaches problems using a logical, systemic approach. Ability to effectively prioritize tasks. Ability to troubleshoot, identify, and resolve technical issues.

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

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

Planning and Organization Oriented: Effectively 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, and uses resources effectively in meeting and exceeding customer service expectations.

Working Conditions:

Performing these duties requires the use of computers and mobile devices, such as tablets and mobile phones. Cubicle workspace area is in an office building, and temperature-controlled, where there may be extended periods of sitting. Some travel between offices in the downtown Sacramento area will require walking for several blocks.

Working Hours:

Core business hours are 8:00 am to 5:00 pm, Monday through Friday, and the incumbent is expected to be available during business hours. However, work hours may include extended hours, evenings, weekends, and on-call as needed. Overtime on weekdays, weekends, and holidays is mandatory and essential during peak times of the year. Therefore, the incumbent may be scheduled to work up to seven (7) days a week, and overtime may not always be scheduled in advance.

I have discussed the duties of the position with my supervisor and 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