

**YOUR EFFORTS WILL MAKE FI\$Cal A SUCCESS
DUTY STATEMENT**

CLASSIFICATION TITLE Information Technology Specialist I	DIVISION NAME Business Operation and Solutions Division
WORKING TITLE Level 2 Analyst	OFFICE/SECTION/UNIT FI\$Cal Service Center, Functional System Support Section, System Analysis Unit
EMPLOYEE NAME Vacant	POSITION NUMBER 333-450-1402-012

You are a valued member of the Department of FISCal. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

GENERAL STATEMENT

Under the direction of the Information Technology Supervisor II, the information Technology Specialist I (ITS I) works as part of a multidisciplinary team of FI\$Cal Service Center support staff. The ITS I plays an important role in the overall success of the FI\$Cal system by providing leadership for junior analysts, and system support for FI\$Cal users.

The ITS I serves as the lead in the Systems Analysis Unit, supporting analysts and users in labor distribution activities. The incumbent is a subject matter expert (SME) in the FSC with a working level knowledge of state financial management policies, processes, and procedures. The ITS I provides assistance and support to departmental end-users regarding FI\$Cal system functions for accounting and budgeting functions. This includes participating in developing end-to-end processes and applying a broad understanding of the mission critical responsibilities and major system functionality.

The duties in this position are focused in the Client Services domain, however, work may be assigned in other domains as needed.

SUPERVISION RECEIVED

Reports directly to the Information Technology Supervisor II.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

<u>% OF TIME</u>	<u>ESSENTIAL FUNCTIONS</u>
30%	Customer and End User Support <ul style="list-style-type: none">• Research, resolve, and fulfill customer questions/issues/requests with regard to the system operation and business processes of FI\$Cal functionality.• Identify, Investigate, and diagnose FI\$Cal system tickets submitted by users: log tickets into the FSC ticketing tool: take necessary actions to resolve or use judgement to assign the incident to the proper support group. Review ticket resolution provided by supporting staff to ensure resolutions are clear and concise, and cross-train new staff if needed.• Provide expertise and consultation on the complexities of the current accounting structure, the state's budgetary/legal basis of accounting, and numerous statewide accounting functions such as budgetary controls, payroll, inter-fund transfers, payments, and investments to determine the impact of the new system on accounting-related processes at the statewide and departmental level.• Provide guidance and assistance on various topics modules related to FI\$Cal accounting and budgeting functionality. Take customer needs and convert them to business requirements that can be used to provide to-be business solutions.• Provide guidance and training to department users through User Lab Support (USL).• Conduct Virtual Instructor-Led Training (ILT) on various topics/modules to departments relating to FI\$Cal accounting and budgeting functionality.
25%	Research, Analyze, and Resolve Incidents <ul style="list-style-type: none">• Perform in-depth research on complex functional issues and provide analysis to management and staff.• Analyze existing policies, standards, and procedures and apply to functional analysis for ticket resolution. May perform feasibility studies related to technology projects to asses opportunities for process re-engineering.• Troubleshoot the transactional issues related to Accounting, Budgeting, and Procurement functions in the FI\$Cal application.• Research, analyze and perform testing on FI\$Cal system issues and provide recommendations to management by preparing Request for Changes (RFC).• Review/analyze Sequential Query Language (SQL) and other query reports in order to provide data fixes to the system whenever there are defects to manage.• Perform sensitive and complex activities necessary to achieve

	<p>successful implementation of the FI\$Cal system change requests; such as collaboration, development, and review of detailed system requirements, gap analysis, data conversion, interface establishment, reporting, design, configuration, installation, testing, training, deployment, process re-engineering, change management, communication, analysis and development of Structured Query Language (SQL) fixes, and other activities.</p> <ul style="list-style-type: none"> • Work with department users on enhancement requests to understand the business needs and convert them into business requirements. Also, work with cross functional business teams and subject matter experts to design, review and implement the solution. • Make recommendations in conjunction with the Department of Finance (DOF), Department of General Services (DGS), State Treasurer's Office (STO), and the SCO to ensure that the system requirements provide for sound fiscal control over the receipts and disbursements of public funds.
25%	<p>Subject Matter Expert</p> <ul style="list-style-type: none"> • Provide leadership and knowledge transfer to peers and team members within the FSC. • Provide subject matter expertise by assisting with multiple highly complex fiscal responsibilities including review of functional design on enhancement items and assist in resolving more sophisticated issues including escalated tickets. • Provide input on State financial management principles and processes in the efforts to plan, develop, implement, and maintain new processes/systems in the efforts to support the resolution of functional issues in the FI\$Cal application. • Review enhancement item incidents and provide functional support and analysis to validate the request and Functional Design documents. • Review key business-related change requests and make appropriate recommendations for changes to the FSC management team. • Collaborate with multidisciplinary stakeholders to ensure the design, development, and implementation of system changes addresses complex statewide and departmental needs for applicable business functions and applies best business practices. • Analyze complex existing policies, standards, and procedures to assess the opportunities for improvement. • Keep current with best business practices based on research as it applies to departmental and statewide financial management processes and systems.
15 %	<p>Documentation and Reporting</p> <ul style="list-style-type: none"> • Prepare and present status reports and updates for FSC management.

	<ul style="list-style-type: none"> • Develop and present analyses, issue papers, and memoranda to support decision-making. • Prepare and present ticket/change requests and ticket aging status reports and updates for FSC management. • Complete team training requirements for staff development • Maintain regular communication and inform FSC management of all issues related to the functional business areas.
% OF TIME	MARGINAL FUNCTIONS
5%	<ul style="list-style-type: none"> • Perform other related duties as required to fulfill FI\$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the team/unit, which may include special assignments.

KNOWLEDGE AND ABILITIES

All knowledge and abilities of the Information Technology Associate classification; and

Knowledge of: Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Ability to: Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

SPECIAL REQUIREMENTS

The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check are required.**

WORKING CONDITIONS

The incumbent may need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked.

The incumbent should be available to travel as needed and is expected to perform functions and duties under the guidance of the Department of FISCal's core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier, telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

SIGNATURES

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the assigned HR analyst.)

Employee Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Hiring Manager Signature

Date

H/R Analyst: AB

Date Revised: 06/9/2026