

DUTY STATEMENT
TECH 052 (REV. 02/2018)

PROPOSED

25-245

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 6/30/2026	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		E. POSITION WORKING TITLE Service Designer
F. CURRENT POSITION NUMBER 695-533-1402-003		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Critical Services		I. SUPERVISOR NAME AND CLASSIFICATION Tracy Lee, Information Technology Manager II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00 AM – 5:00 PM (VARIABLE)		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	<p>Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input checked="" type="checkbox"/> Client Services</p> <p><input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>Under direction of the Information Technology Manager (IT Mgr. II). The Information Technology Specialist I (IT Spec I) will serve as a Junior Service Designer in the Critical Services Team. The IT Spec I will help assess and improve the health of vital government services by centering user needs, equity, and service outcomes in addition to technical performance. The duties require the IT Spec I to collaborate with IT and policy teams to understand full-service journeys from resident touchpoints to backend systems; strong verbal and written communication skills to work with technical and non-technical teams, map user journeys, identify pain points, and co-create solutions that improve access, speed, and trust; support resident interviews, usability testing, and synthesis of qualitative insights; document service blueprints, workflows, and ecosystem maps to uncover interdependencies and handoff issues; and assist in embedding human centered design into system & services assessments and modernization roadmaps.</p>
40%	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <ul style="list-style-type: none"> Conduct or support user journey mapping, service blueprinting, and current-state service analysis. Collaborate with software engineers, analysts, and project managers to align technical work with resident experience. Create visual and narrative documentation (e.g., personas, workflows, UI mockups) to support assessments and proposals. Participate on interdisciplinary teams to assess the health of critical services and systems from a human-centered lens.
35%	<ul style="list-style-type: none"> Support user research (interviews, usability testing, feedback synthesis) to inform technical or operational recommendations. Identify accessibility, equity, or trauma-informed design considerations in service delivery. Assist in producing presentations and briefing materials for business, executive, and technical audiences.
10%	<ul style="list-style-type: none"> Contribute to the development and iteration of service evaluation frameworks or maturity models. Collaborate with team members to help define outcome-based metrics for service and system performance.

10%

- Support the integration of user needs into requirements gathering for new or updated IT systems.
- Liaison with agency partners to ensure user experience insights are integrated into implementation.

5%

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

- Participate in internal process improvement, training, and professional development activities.
- Perform other related duties, as required, to support the organization's mission.

Work Environment Requirements

- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI)
- Works in a professional office and/or telework environment using standard office equipment, including a computer, telephone, laptop, and videoconferencing technology.
- Must be able to communicate effectively, both verbally and in writing, with technical and non-technical stakeholders.
- Must be able to analyze, synthesize, and present complex information, facilitate meetings and workshops, and collaborate effectively with multidisciplinary teams.
- May be required to travel to meetings, workshops, customer departments, or other State locations to support discovery, assessment, and modernization activities.
- May be assigned to work at CDT headquarters or other approved State work locations, consistent with departmental policies and operational needs.
- Must be able to perform prolonged periods of computer work, including sitting, standing, and viewing a computer monitor.
- Must maintain regular and consistent attendance to perform the essential functions of the position.
- May be required to work outside of normal business hours on occasion to meet operational or project needs.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Information Technology Specialist I works under the direction of the IT Manager II.

Personal Contacts:

The Information Technology Specialist I works closely with a variety of staff at all levels within the CDT, customer departments, cross agency and vendors. The incumbent must be able to effectively communicate and coordinate between all the various entities to ensure the implementations/resolutions meet customers' requirements.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)

N/A

Supervision Exercised:

This level does not supervise but may lead. The Information Specialist I has defined responsibility and authority for decision making related to projects or in an advisory function.

Other Information

Desirable Qualifications: (List in order of importance.)

- Familiarity with service design, human-centered design, or systems thinking.
- Comfortable with tools like journey maps, stakeholder maps, and basic prototyping.
- Excellent communication and collaboration skills across technical and non-technical teams.
- Strong understanding of software development life cycle models of both Agile and traditional project management principles and practices and the ability to blend them together in the right proportions to fit a project and business environment
- Strong knowledge and understanding of business needs with the ability to establish/maintain high level of customer trust and confidence
- Experience in creating wireframes, storyboards, user flows, process flows and site maps
- Ability to work well under pressure, adapt to unexpected events, prioritize and multi-task in a deadline driven environment.
- Curiosity about how government works and empathy for the people it serves.
- Desire to build equitable, trauma-informed, and accessible public services.
- Experience in UX, public policy, sociology or community engagement is a plus.
- Working experience with relational database management systems, object-oriented programming, dynamic web site development, web frameworks, software stacks, usability testing, and user-centered design.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
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