



Duty Statement

Classification: **Information Technology Associate**

Position Number: **275-811-1402-XXX**

HCM#:

Branch/Section: **Information Technology Service Branch / Enterprise Solutions Development Division / Business Application Support Services / Product Strategy & Delivery**

Location: **Sacramento, CA**

Working Title: **Product Analyst**

Effective Date: **June 24, 2026**

Collective Bargaining Identifier (CBID): **R01**

Supervision Exercised: ☐ Yes ☒ No

Telework: ☒ **Office-Centered** ☐ **Remote-Centered** ☐ **Not Eligible**

The Information Technology Services Branch (ITSB) partners with CalPERS stakeholders to design and implement technology solutions in support of the CalPERS mission. The Enterprise Solutions Development Division (ESDD) is responsible for the architecture, development, integration, and maintenance, of custom enterprise systems, commercial off-the-shelf software, and web-based applications. ESDD leads the major facets of the software development lifecycle including business analysis; user research; user experience; interactive design; development; and testing.

Within ESDD, the Product Strategy & Delivery (PSD) team fosters strategic partnerships between ITSB and business areas, serving as the central point of contact for all new technology initiatives. The team supports ITSB and program area executives with governance activities such as business case justification, technology selection, and solution architecture, ensuring technology investments are aligned with organizational priorities and long-term strategy. PSD manages the full solution lifecycle from intake and analysis through delivery for both custom and SaaS products, coordinating vendors and internal technical teams. The team also leads product management activities, including monitoring product health, maintaining roadmaps, and overseeing releases.

Under general supervision of the Information Technology (IT) Manager I, the IT Associate serves as a Product Analyst. The IT Associate works primarily in the software engineering domain.

Essential Functions

Regular and consistent attendance in the office at least three days a week for teamwork, in-person collaboration, personal interactions with members, stakeholders, and other team members, cross-functional communications within CalPERS. In-person collaboration is essential to promote and foster innovation, creativity, and complete engagement by the team. Coordinating work in person allows the teams to stay functional and aligned with the work of others. Being present in the office is essential to allow for immediate accessibility for discussions, questions, mentoring, or strategy sessions between team members.

- 40% Onsite¹ and virtually, supports solution delivery activities for custom and SaaS applications. Meets with program area stakeholders to gather information about current processes and document business needs and pain points. Drafts and updates as-is and to-be process maps. Supports architectural design review activities by preparing materials, documenting outcomes, and tracking follow-up items related to technical feasibility, integration points, and security and accessibility considerations. Assists with evaluating existing solutions by coordinating demonstrations and documenting fit-gap findings. Supports user acceptance testing by helping prepare test materials, track issues, and document results. Updates implementation plans, technical documentation, and configuration logs. Coordinates training sessions, drafts user guides, prepares release communications, and assists with other go-live readiness activities to support user adoption.
- 30% Onsite and virtually, serves as a product analyst for assigned applications by coordinating backlog review and prioritization sessions with business areas and documenting enhancement requests, defects, and business priorities. Tracks and maintains information related to product health, including adoption, user feedback, technical debt, risk items, and release history. Updates product books, roadmaps, and related documentation that outline planned enhancements, vendor releases, and improvement efforts. Assists with release planning by coordinating timelines, preparing release documentation, and tracking dependencies across vendors and internal technical teams. Participates in agile development activities by assisting with sprint planning, documenting action items, tracking progress, and escalating issues to appropriate staff as needed. Supports deployment activities by preparing release notes, updating user guides, and developing training materials to promote adoption and change management.
- 25% Onsite and virtually, acts as a business relationship management liaison by supporting recurring touchpoints with executives and business areas including preparing agenda items, communicating the current state of technology projects, and tracking action items. Assists with intake for new technology requests by scheduling and participating in meetings with program area stakeholders and documenting business problems, drivers, desired outcomes, and high-level requirements.
- 5% Onsite and virtually, engages in continuous professional development by expanding knowledge of product management practices, agile methodologies, CalPERS business processes, and emerging technologies. Contributes to team and enterprise success by sharing knowledge, mentoring peers, and supporting onboarding of new staff. Participates in internal IT initiatives such as engagement events and communications. Provides input into

continuous improvement of PSD frameworks, templates, and processes in support of maturing the team's product management discipline.

Working Conditions

- ¹ This position is designated as office-centered and works primarily onsite at the Sacramento, CA - Headquarters at least three weekdays.
- Workstation is located in a standard multi-level office building accessible by stairs and elevator, with artificial light, height-adjustable desk, and adjustable office chair.
- Prolonged reading and typing on a laptop or keyboard and monitor.
- Occasional after-hours and/or weekend after-hours support through remote phone support or on-site support during planned exercises and maintenance activities may be required.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance.
- Ability to demonstrate punctuality, initiative, and dependability.
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance).
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name (Print):

Employee Signature: _____ **Date:**

I certify that the above accurately represent the duties of the position.

Supervisor Signature: _____ **Date:**



Duty Statement

Classification: **Information Technology Specialist I**

Position Number: **275-811-1402-121**

HCM#: **4808**

Branch/Section: **Information Technology Service Branch / Enterprise Solutions Development Division / Business Application Support Services / Product Strategy & Delivery**

Location: **Sacramento, CA**

Working Title: **Product Manager**

Effective Date: **June 24, 2026**

Collective Bargaining Identifier (CBID): **R01**

Supervision Exercised: ☐ Yes ☒ No

Telework: ☒ **Office-Centered** ☐ **Remote-Centered** ☐ **Not Eligible**

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Within ESDD, the Product Strategy & Delivery (PSD) team fosters strategic partnerships between ITSB and business areas, serving as the central point of contact for all new technology initiatives. The team supports ITSB and program area executives with governance activities such as business case justification, technology selection, and solution architecture, ensuring technology investments are aligned with organizational priorities and long-term strategy. PSD manages the full solution lifecycle from intake and analysis through delivery for both custom and SaaS products, coordinating vendors and internal technical teams. The team also leads product management activities, including monitoring product health, maintaining roadmaps, and overseeing releases.

Under direction of the Information Technology (IT) Manager I, the IT Specialist I (IT Spec I) serves as a Product Manager. The IT Spec I works primarily in the software engineering domain.

Essential Functions

Regular and consistent attendance in the office at least three days a week for teamwork, in-person collaboration, personal interactions with members, stakeholders, and other team members, cross-functional communications within CalPERS. In-person collaboration is essential to promote and foster innovation, creativity, and complete engagement by the team. Coordinating work in person allows the teams to stay functional and aligned with the work of others. Being present in the office is essential to allow for immediate accessibility for discussions, questions, mentoring, or strategy sessions between team members.

- 40% Onsite¹ and virtually, leads solution delivery for custom and SaaS applications. Meets with program area stakeholders to understand as-is processes, uncover pain points, and propose to-be processes with optimized workflows. Document and prioritize business, functional, and system requirements. Facilitates architectural design reviews to assess technical feasibility, integration points, and compliance with security and accessibility standards. Collaborates with Enterprise Architecture to evaluate existing solutions, research market alternatives, coordinate demonstrations, and perform fit-gap analysis. Assists business areas with solution selection and develop recommendations for IT and business leadership. Supports implementation of selected solution by overseeing development with vendors and internal technical teams and facilitating user acceptance testing with business stakeholders. Develops and maintains implementation plans, technical documents, and configuration logs. Ensures user adoption by assisting with training sessions, user guides, and release communications, preparing business stakeholders for go-live.
- 30% Onsite and virtually, serves as a product manager for assigned applications by facilitating backlog grooming and prioritization sessions with business areas to ensure enhancements and fixes deliver the highest value and align with organizational priorities. Monitors and documents product health by tracking adoption, user satisfaction, technical debt, risk items, and release history. Develops and maintains product books and roadmaps, outlining upcoming enhancements, vendor releases, and long-term improvement plans. Coordinates release planning by establishing timelines, preparing release documentation, and aligning dependencies across vendors and internal technical teams. For some applications, also act as scrum master by facilitating sprint ceremonies, tracking progress, and escalating issues as needed. Oversees deployment activities to confirm successful implementation and prepare release notes, updated user guides, and training materials to support adoption and change management.
- 25% Onsite and virtually, acts as a business relationship management liaison by facilitating recurring touchpoints with executives and business areas including preparing agenda items, communicating the current state of technology projects, and tracking action items. Serves as the central point of contact for all new technology requests. Facilitates initial intake meetings with business areas to document business problems, drivers, desired outcomes, and high-level requirements.
- 5% Onsite and virtually, engages in continuous professional development by expanding knowledge of product management practices, agile methodologies, CalPERS business processes, and emerging technologies. Contributes to team and enterprise success by sharing knowledge, mentoring peers, and supporting onboarding of new staff. Participates in

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Supervisor Signature:_____ **Date:**