

DUTY STATEMENT

BRANCH ENTERPRISE OPERATIONS SERVICES		POSITION NUMBER (Agency – Unit – Class – Serial) 368-406-1415-901			☐ CURRENT ☒ PROPOSED	
SECTION Information Technology Department		CLASSIFICATION TITLE Information Technology Specialist III				
PROGRAM (If applicable)		WORKING TITLE Senior Knowledge Bank Business Systems Analyst				
REGIONAL HUB Sacramento		COI Yes	WWG E	CBID M01	TENURE LT	TIME BASE FT
WORK SCHEDULE M-F 8am-5pm	SUPERVISION EXERCISED Yes	SPECIFIC LOCATION ASSIGNED TO 1400 10th Street, Sacramento, CA 95814				
INCUMBENT (If known)		EFFECTIVE DATE 7/1/2026				
PRIMARY DOMAIN (IT positions only)		Business Technology Mangement				
AGENCY OVERVIEW						
The Governor’s Office of Land Use and Climate Innovation (LCI) serves the Governor and his Cabinet as staff for long-range planning and research and constitutes the comprehensive state planning agency. LCI assists the Governor and the Administration in planning, research, policy development, and legislative analysis. LCI formulates long- range state goals and policies to address land use, climate change, population growth and distribution, urban expansion, infrastructure development, groundwater sustainability and drought response, and resource protection. LCI’s budget programs include State Planning and Policy Development, Strategic Growth Council, and Racial Equity Commission. LCI is a fast-paced, creative work environment that requires staff to have strong collaboration skills, an ability to quickly respond to changing policy needs, and a positive attitude and sense of humor. Proven commitment to creating a work environment that celebrates diverse backgrounds, cultures, and personal experiences.						
GENERAL STATEMENT						
Under administrative direction of the IT Manager II (Chief of Knowledge Bank Product and Platform Services), the Information Technology Specialist III (ITS III), Senior Knowledge Bank Business Systems Analyst, serves as the lead enterprise business systems analyst supporting modernization, implementation, enhancement, and operational support of the statewide Knowledge Bank, including CEQA modernization, environmental review information services, permitting coordination capabilities, and related enterprise technology platforms. The incumbent is responsible for leading enterprise business analysis activities, defining operational and system requirements, coordinating with business programs, partner agencies, external stakeholders, vendors, and technical teams, and supporting development of scalable technology solutions for regulated public-sector services. The position serves as the primary liaison between business operations and technical delivery teams to ensure Knowledge Bank services and related enterprise platforms effectively support operational, regulatory, reporting, public access, and customer service needs. The ITS III performs advanced analytical work involving business process analysis, workflow modernization, operational improvement, enterprise requirements management, user story development, user acceptance testing coordination, release support, and operational readiness planning associated with Knowledge Bank implementation, CEQA modernization, and related platform enhancement initiatives.						
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use addition sheet if necessary)					

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100%	ESSENTIAL FUNCTIONS
35%	Business System Analysis and CEQA Operational Requirements • Leads business system analysis activities supporting the statewide Knowledge Bank initiative, including CEQA modernization, environmental review information services, permitting coordination capabilities, and related enterprise technology platforms. • Works with business program staff, partner agencies, external stakeholders, local governments, vendors, customers, and technical teams to gather, analyze, document, and validate business, operational, and system requirements. • Develops business process models, workflow diagrams, use cases, user stories, operational procedures, functional specifications, and requirements documentation supporting Knowledge Bank implementation and platform enhancement efforts. • Analyzes existing business workflows, document-driven processes, customer service needs, reporting requirements, and operational pain points to identify process improvement opportunities and support migration from legacy systems to modern enterprise platforms. • Defines operational requirements for intake workflows, document management, public access services, reporting capabilities, role-based permissions, workflow controls, and interagency coordination activities. • Develops and monitors product and operational performance metrics, including workflow trends, defect patterns, UAT outcomes, and release readiness indicators, to support data-driven decision-making and continuous improvement. • Supports design and implementation of scalable platform models capable of supporting multiple business programs, partner agencies, regulatory workflows, and evolving operational requirements. • Documents operational impacts, business rules, workflow dependencies, data requirements, user roles, service needs, and governance considerations associated with Knowledge Bank implementation and related modernization efforts.
25%	Product Management, Solution Support, and Operational Coordination • Applies modern product management practices to help business programs, partner agencies, and operational stakeholders define future-state service needs, clarify user problems, evaluate options, and translate business vision into actionable product concepts and system capabilities. • Facilitates product discovery activities, stakeholder workshops, user journey discussions, workflow reviews, and solution framing sessions to help identify customer needs, operational pain points, service gaps, and opportunities for modernization. • Supports solution implementation, enhancement planning, and operational coordination for the statewide Knowledge Bank initiative, including CEQA modernization, environmental review information services, permitting coordination capabilities, and related enterprise technology platforms. • Coordinates with project teams, vendors, developers, architects, business programs, partner agencies, and operational stakeholders to ensure enterprise solutions align with documented requirements, customer needs, workflow expectations, service delivery objectives, and future-state product direction. • Supports enhancement intake, requirements refinement, backlog coordination, issue tracking, defect triage, workflow validation, and operational prioritization activities.

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	• Participates in sprint planning, business validation reviews, solution demonstrations, implementation planning, release readiness discussions, and post-release support coordination. • Coordinates user acceptance testing (UAT), business validation activities, defect tracking, test scenario development, workflow verification, and operational readiness support prior to deployment. • Supports production operations by coordinating issue resolution, troubleshooting workflow concerns, documenting enhancement requests, validating fixes, and identifying opportunities for process or system improvement. • Assists with release communications, training coordination, operational documentation, customer support planning, and transition-to-operations activities for Knowledge Bank services and related enterprise platforms.
20%	Stakeholder Coordination, Customer Engagement, and Business Operations Support • Serves as the primary liaison between business programs, operational stakeholders, customers, vendors, local governments, State agencies, partner agencies, and technical teams regarding Knowledge Bank functionality, service needs, modernization activities, and related enterprise platform operations. • Facilitates stakeholder meetings, customer engagement sessions, product discovery discussions, operational workgroups, business process reviews, requirements workshops, and future-state service design discussions. • Helps business programs and partner agencies articulate operational challenges, user needs, service goals, workflow improvements, and future-state capabilities needed to support Knowledge Bank implementation and long-term platform growth. • Coordinates operational communication activities associated with Knowledge Bank implementation, CEQA modernization, workflow changes, enhancement requests, release activities, and enterprise system operations. • Supports operational governance activities by tracking business issues, documenting decisions, identifying dependencies, clarifying ownership, and coordinating follow-up activities between stakeholders and technical teams. • Assists with customer support coordination, issue escalation, workflow clarification, user feedback analysis, and operational process improvement efforts. • Develops operational documentation, user procedures, workflow guidance, training materials, business communications, and stakeholder materials supporting Knowledge Bank services, CEQA modernization, and related enterprise platform operations. • Develops and delivers executive and stakeholder-facing reports, including program status updates, modernization progress summaries, issue escalations, decision briefs, and operational performance insights to support transparent communication and informed decision-making.

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15%	Governance, Compliance, and Enterprise Operational Support • Supports implementation of statewide security, accessibility, privacy, records management, auditability, and operational compliance requirements into Knowledge Bank workflows, business processes, and enterprise system operations. • Assists with development of operational standards, governance documentation, workflow controls, reporting practices, business rules, and enterprise procedures supporting Knowledge Bank implementation, CEQA modernization, and related platform operations. • Supports coordination of Project Approval Lifecycle (PAL) documentation, procurement support activities, business impact assessments, service readiness planning, and operational readiness evaluations. • Participates in operational reporting, data validation, workflow reconciliation, issue tracking, business continuity coordination, and service transition activities. • Helps ensure enterprise business processes align with statewide operational standards, governance practices, organizational requirements, security expectations, accessibility obligations, and records responsibilities. • Supports clear governance boundaries by helping document workflows, roles, responsibilities, and decision points so the Knowledge Bank supports coordination, intake, transparency, and information reuse without replacing agency decision-making authority.
	MARGINAL FUNCTIONS
5%	Other Duties as Assigned • Performs other job-related duties as required to support Knowledge Bank implementation, CEQA modernization, environmental review information services, permitting coordination capabilities, customer support activities, and organizational priorities. • Assists leadership, project teams, business programs, and operational staff with special projects, reporting requests, stakeholder materials, operational activities, and enterprise support efforts as needed. • Provides backup support, operational coordination, requirements clarification, user support coordination, and cross-functional collaboration to ensure continuity of Knowledge Bank services and related enterprise platform operations.
KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> • Enterprise business systems analysis methodologies including requirements gathering, workflow analysis, business process modeling, use case development, gap analysis, operational documentation, user story development, and functional specification development. • Modern product management techniques including product discovery, customer needs analysis, problem framing, future-state service design, roadmap support, backlog refinement, prioritization, user feedback analysis, and outcome-based planning. • Product ownership and solution support practices including backlog coordination, enhancement planning, operational prioritization, user acceptance testing (UAT), business validation activities, and release readiness support.	

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- Principles and practices for supporting technology platforms in regulated public-sector business environments, including document-driven workflows, role-based processes, auditability, transparency, records responsibilities, reporting needs, and operational accountability.
- Principles of enterprise application modernization, workflow automation, operational transformation, service design, and enterprise business process improvement methodologies.
- State of California IT governance frameworks including SAM/SIMM requirements, information security standards, accessibility requirements, records management requirements, privacy regulations, and statewide operational practices.
- Enterprise operational support practices including issue tracking, operational coordination, release support, workflow troubleshooting, customer support coordination, defect triage, and service transition activities.
- Project coordination methodologies including Agile and hybrid delivery approaches, sprint coordination activities, implementation planning, operational readiness, stakeholder engagement, and vendor coordination practices.
- Enterprise reporting, workflow reconciliation, operational tracking, data validation, business rules documentation, and business documentation practices supporting enterprise technology operations.
- Principles of stakeholder coordination, customer engagement, interagency collaboration, facilitation, business communication, user feedback analysis, and organizational support activities.
- Techniques for analyzing operational workflows, documenting business requirements, evaluating process improvements, helping stakeholders articulate future-state needs, and supporting implementation of enterprise technology solutions.

Ability to:

- Analyze complex business operations, regulated workflows, document-driven processes, and enterprise operational challenges to support development of effective modernization solutions.
- Gather, validate, organize, and communicate business, operational, user, and system requirements involving multiple stakeholders, business units, partner agencies, vendors, and technical teams.
- Translate stakeholder needs, customer pain points, workflow gaps, and future-state service goals into clear requirements, user stories, acceptance criteria, process models, and implementation-ready deliverables.
- Coordinate effectively with project teams, vendors, developers, architects, technical staff, operational stakeholders, local governments, State agencies, and partner agencies supporting Knowledge Bank implementation and related modernization initiatives.
- Apply modern product management techniques to help stakeholders clarify problems, define desired outcomes, evaluate solution options, prioritize needs, and shape future-state product capabilities.
- Support product ownership activities including backlog refinement, enhancement coordination, operational prioritization, business validation, release readiness, and workflow improvement efforts.
- Facilitate stakeholder meetings, product discovery sessions, operational workgroups, requirements discussions, customer engagement activities, and business process reviews in a professional and collaborative manner.
- Evaluate operational impacts, workflow dependencies, process gaps, data needs, business rules, user roles, and service requirements associated with enterprise technology modernization efforts.
- Support user acceptance testing (UAT), test scenario development, defect validation, operational readiness coordination, implementation support, and post-release business validation activities.

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- Communicate effectively with business stakeholders, technical teams, customers, vendors, operational staff, and management regarding complex enterprise operational, product, and modernization activities.
- Develop clear documentation, stakeholder materials, workflow guidance, operational procedures, and business communications that support system implementation, training, decision-making, and long-term operations.
- Work independently on highly complex analytical assignments while managing multiple priorities, competing stakeholder needs, and fast-moving enterprise operational demands.

DESIRABLE QUALIFICATIONS:

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

- Experience serving as a senior business systems analyst, product analyst, or solution analyst supporting enterprise technology systems, modernization initiatives, or public-facing digital services.
- Experience working with business programs, technical teams, vendors, and operational stakeholders to define business, operational, user, and system requirements.
- Experience facilitating stakeholder workshops, product discovery sessions, workflow reviews, customer engagement discussions, or future-state service design activities.
- Experience translating stakeholder needs, customer pain points, workflow gaps, and service goals into clear requirements, user stories, acceptance criteria, process models, and implementation-ready deliverables.
- Experience supporting modern product management activities, including problem framing, customer needs analysis, backlog refinement, prioritization, roadmap support, user feedback analysis, or outcome-based planning.
- Experience analyzing complex business workflows, document-driven processes, regulated workflows, service delivery challenges, or enterprise operational needs.
- Experience supporting implementation, enhancement planning, release readiness, user acceptance testing, defect validation, post-release support, or transition-to-operations activities.
- Experience coordinating with project teams, vendors, developers, architects, business programs, local governments, State agencies, partner agencies, or external stakeholders.
- Experience developing business process models, workflow diagrams, operational procedures, functional specifications, training materials, stakeholder materials, or business communications.
- Experience supporting governance, compliance, operational readiness, data validation, reporting, issue tracking, business continuity, or service transition activities for enterprise technology services.
- Experience helping business programs clarify operational problems, define desired outcomes, evaluate solution options, and shape future-state technology capabilities.
- Demonstrated ability to work independently on complex analytical assignments while managing multiple priorities, competing stakeholder needs, and fast-moving enterprise operational demands.

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SPECIAL PHYSICAL CHARACTERISTICS: Persons appointed to this position must be reasonably expected to exert up to 10 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects with or without a reasonable accommodation. Involves sitting most of the time but may involve walking or standing for brief periods of time. Occasional/overnight travel up to 15% may be required.		
SUPERVISION RECEIVED AND EXERCISED: Receives direction from the IT Manager II, Chief of Knowledge Bank Product and Platform Services. Does not directly supervise state staff; however, provides lead direction, coordination, and oversight for contracted project, product, technical, vendor, and operational support resources assigned to the Knowledge Bank initiative. Manages contractor-supported activities by establishing work priorities, tracking deliverables, reviewing work products, coordinating issue resolution, and ensuring contractor work aligns with project objectives, governance requirements, security expectations, and enterprise service needs.		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE AND HAVE PROVIDED A COPY OF THE DUTY STATEMENT TO THE EMPLOYEE.</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE READ AND UNDERSTAND THE DUTIES LISTED ABOVE AND CAN PERFORM THESE DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION. (IF YOU BELIEVE REASONABLE ACCOMMODATION IS NECESSARY, DISCUSS YOUR CONCERNS WITH YOUR HIRING SUPERVISOR. IF UNSURE OF A NEED FOR REASONABLE ACCOMMODATION, INFORM YOUR HIRING SUPERVISOR, WHO WILL DISCUSS YOUR CONCERNS WITH HUMAN RESOURCES OFFICE).</i>		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

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