

DUTY STATEMENT

DS 3022 (07/2026)

**DEPARTMENT OF DEVELOPMENTAL SERVICES
INFORMATION TECHNOLOGY DIVISION
PORTFOLIO PLANNING MANAGEMENT BRANCH
BUSINESS ANALYST TESTING/QUALITY ASSURANCE
BUSINESS DATA ANALYST**

DUTY STATEMENT

JOB TITLE: Information Technology Specialist II**POSITION #:****WORKING TITLE:** Business Analyst**EMPLOYEE:**

POSITION DESCRIPTION: Under the general direction of the Information Technology Division Life Outcome Improvement System (LOIS) Business Analysis and Quality Assurance Section Manager, the Business Analyst supports project decision-making by analyzing business processes, documenting requirements, and translating business needs into technical specifications. The Business Analyst is responsible for performing business analysis and testing activities to support system functionality, workflow development, interface requirements, and overall solution implementation throughout the planning, design, testing, implementation, and maintenance phases of the LOIS project. The position works closely with program staff, technical teams, and subject matter experts to ensure that business needs are accurately captured, requirements are clearly defined, and delivered solutions meet established quality and functional standards.

SUPERVISION EXERCISED: None.

SUPERVISION RECEIVED: Under the general supervision of the Information Technology Division LOIS Project Director (Information Technology Manager I).

DOMAIN(S):	Business Technology Management:	Expert skills
	IT Project Management:	Expert skills
	Client Services:	Moderate skills
	Software Engineering:	Moderate skills
	System Engineering:	Moderate skills
	Information Security Engineering:	Moderate skills

Essential Job Functions:

35% Serve as the Business Analyst by collaborating with program staff and subject matter experts to capture and document business requirements using Agile practices. Maintain system documentation and perform business analysis activities, including gathering, validating, and documenting business and reporting needs through iterative refinement. Analyze business processes and workflows to identify gaps, inefficiencies, and opportunities for improvement.

Develop detailed business and functional requirements that support solution development within an Agile delivery cadence. Work with architects, developers, and subject matter experts to translate business requirements into technical specifications. Prepare analytical artifacts such as process maps, use cases, user stories, acceptance criteria, and workflow diagrams. Ensure adherence to established standards and security requirements. Support the creation of training materials and user documentation. Coordinate Agile ceremonies and working sessions—such as backlog grooming, sprint planning, and review meetings—to validate requirements, review findings, and support decision-making. Maintain version-controlled documentation and other analytical deliverables.

35% Develop test scenarios, test cases, and acceptance criteria based on business rules and expected system outputs. Perform validation by comparing source inputs to target system outputs to ensure accuracy, completeness, and proper system behavior within iterative sprint cycles. Conduct quality checks, including reviewing formats, ranges, and compliance with business rules. Validate system processes to confirm correct functionality throughout development increments. Identify and document defects, inconsistencies, and gaps during testing activities, and track and retest defects to ensure timely resolution across sprints. Maintain documentation for testing processes, assumptions, logs, and results to support audit and knowledge transfer. Collaborate with developers, architects, and subject matter experts during daily standups and working sessions to clarify system behavior and resolve issues. Ensure testing activities meet functionality, performance, accessibility, and security requirements. Participate in release validation, sprint reviews, and regression testing. Review and approve project deliverables related to quality assurance. Provide management with updates on testing status, system acceptance, and traceability. Support user acceptance testing (UAT) by preparing scenarios, validating results, and assisting business users.

25% Analyze system outputs to verify expected functionality and support decision-making. Ensure compliance with governance standards, business rules, privacy requirements, and departmental policies. Assist in preparing presentations, dashboards, and reports for project leadership and stakeholders. Participate in departmental, division, section, and project meetings, including daily standups, weekly status reviews, sprint reviews, backlog discussions, governance sessions, steering committees, and agency/CDT updates. Prepare and report on assigned agenda items, issues, and risks. Coordinate and monitor proposed modifications to business practices, conduct gap analyses, and collaborate with Organizational Change Management. Support ongoing maintenance of system documentation and system enhancements delivered through Agile release cycles. Perform other analytical duties to support project planning, implementation, and operations.

Marginal Job Functions:

5% Complete other required duties within the scope of the classification.

WORKING CONDITIONS: Open-spaced partitioned offices. Occasionally required to move and transport objects weighing up to 25 pounds. May require 24/7 on-call support responsibility as well as weekend support. Occasional travel including overnight or day trips for covered California locations. This position is a hybrid, in-office/telework position, and may be subject to change. Incumbent can be required to report to the office, or any designated location at any time. Telework agreements can be modified and/or cancelled at any time.

DESIRABLE QUALIFICATIONS:

Knowledge of: Business analysis principles, processes, and best practices; project management methodologies; system development life cycle; testing practices; project management principles; and the administration and Department's goals and policies; requirements management tools and testing tools.

Ability to: Apply business analysis principles and procedures; work in a matrixed team environment inclusive of technical staff, program staff, and vendors; develop and maintain cooperative and harmonious relationships with department, regional centers, other state departments, and the public.

CERTIFICATION OR LICENSE: None.

Employee Name
(Print)

Employee Signature

Date

Manager Name
(Print)

Supervisor Signature

Date

Employee and Manager acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.