

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Information Technology Specialist II	<i>Business Analyst Lead</i>
NAME OF INCUMBENT:	POSITION NUMBER:
	280-351-1414-976
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Technical Delivery/Application and Development	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
EDDNext Division	Information Technology Manager I
BRANCH:	REVISION DATE:
Information Technology Branch	6/19/2026
Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☒ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☐ Travel May be Required ☐ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) Click here to enter text.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Summary Statement (Briefly describe the position's organizational setting and major functions): Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) ☐ Business Technology Management ☐ Information Security Engineering ☒ IT Project Management ☒ Software Engineering ☐ Client Services ☐ System Engineering Under the general direction of the Information Technology Manager I, the Information Technology (IT) Specialist II serves as a Lead Business Analyst over the application and delivery team that supports the applications in the Technical Delivery Section, Application and Delivery unit of the Employment Development Department (EDD). The IT Specialist II demonstrates a depth of leadership and expertise in the performance of their duties, and undertakes a variety of roles, from subject matter expert in EDD program functionality and software development strategies to a senior lead business analyst providing oversight activities for ongoing projects and work efforts. The incumbent will perform a wide range of high-level technical and analytical tasks	

requiring innovative problem-solving and coordination including, but not limited to, monitoring and providing oversight for application dev-ops activities performed by state and vendor staff in support of the EDDNext projects.

The incumbent serves as an advisor to the IT Manager I, IT Manager II and the Division Chief and supports management by acting as the single point of contact for application development questions related to the EDDNext application development supported within the Section. The incumbent may work independently as a high-level business analyst on more complex system assignments associated with EDD business applications or may serve as a leader and support application development projects. The incumbent mentors, trains and supports section staff to ensure adherence to EDD's Service Delivery Discipline Program (SDDP) and/or Hybrid Agile Framework (HAF) to make certain that projects are completed in a timely manner.

The incumbent contributes toward the growth of the ITB into a customer-focused service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

Percentage of Duties	Essential Functions
45%	Facilitates, documents and maintains functional, technical and performance requirements and design for the development and enhancement of new technical solutions and modifications to the EDD's applications. Demonstrates advanced knowledge of business processes as they apply to EDD applications. Performs high-level research and analysis and advises senior management on effective problem resolutions for the most complex business and application logic problems and proposals. Produces business and technical documentation to ensure customer requirements are met, developers produce accurate design documents, and test scenarios are thoroughly written. Uses software development strategies and EDD's SDDP or HAF to plan, document, track, and lead or oversee work efforts and projects to ensure they are high quality and on time. Provides oral and written communications that are effective, accurate, forthright, timely and properly distributed. Conducts research and produces impact analysis on proposed legislation. Provides research and triage for application issues. Uses experience and knowledge to anticipate and resolve obstacles, challenges, and errors related to the program and applications. Utilizes EDD software and tools at a high level to provide essential duties and functions as outlined. Ensures all deliverables and products are high quality and effective to the user and are maintained and accessible for historical purposes.
30%	Coordinates with technical staff from EDD and other Departments to define and implement solutions. Collaborates and establishes strong working relationships with business and technical management and staff on processes, workloads, operational services, and customer relations in support and improvement of the program and applications. Adheres to organizational values, policies, guidelines, and procedures in all interactions and production of work products. Works closely with and seeks out subject matter experts to unify and coordinate project processes and activities. Collaborates with partners utilizing industry standard Organizational Change Management methodologies and techniques to achieve successful transition to desired future state. Mentors staff on personal and professional growth to ensure EDD and software development standards are met. Provides technical test guidance and leadership oversight for integration testing across multiple business projects in effectively leveraging test automation, reusable test data sources and batch services.
20%	Collaborates and establishes strong working relationships with Section and Division management. Prepares accurate, clear and concise written and oral project status, reports and presentations to management. Provides IT consultation for business and technical meetings across the enterprise. Effectively partners with vendor community. Sustains and updates the

	processes involved and documents through all the phases of the SDLC – analysis, design, build, test, implementation, and maintenance and operations – for on-going support.	
Percentage of Duties	Marginal Functions	
5%	Performs other duties as assigned.	
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>		
Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%	
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment	
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%	
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%	
Other: <i>Click here to enter text.</i>		
Type of Environment:		
☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:		
Interaction with Customers:		
☐ Required to work in the lobby ☐ Required to work at a public counter ☐ Required to assist customers on the phone ☐ Required to assist customers in person ☐ Other:		
5. SUPERVISION EXERCISED:		
<i>(List total per each classification of staff)</i>		
<i>The IT Specialist II does not supervise but may serve as a lead and mentor. The IT Specialist II has defined responsibility and authority for decision making related to projects or in an advisory function.</i>		
6. SIGNATURES		
Employee's Statement:		
<i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:		Date:
Supervisor's Statement:		
<i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:		Date:
7. HRSD USE ONLY		
Classification and Pay Unit (CPU) Approval		
☐ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, STD-625 on file.	CPU Analyst Initials	Date Approved
	FNB	7/29/2026
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i>		
<i>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</i>		
List any Reasonable Accommodations made:		

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Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file