

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

Classification	Board/Bureau/Division
Information Technology Associate (ITA)	Bureau for Private Postsecondary Education
Working Title	Office/Unit/Section/Geographic Location
IT Business Analyst	BPPE Administration Unit/Sacramento
Position Number	Name and Effective Date
644-100-1401-907	

General Statement: Under the general supervision of the Deputy Bureau Licensing and Administration Chief, and the general oversight of the Department of Consumer Affairs Chief Information Officer, the Information Technology Associate (ITA) independently performs a range of assignments related to testing, IT business analysis and documentation and entry level software configuration activities. Participate and collaborate with other Office of Information Services (OIS) IT Business Analysts, programmers and technical analysts on IT projects of a complex nature or unusually broad scope. This position is in the Business Technology Management Domain.

Duties include, but are not limited to:

A. SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]

45% (E) Business Analysis

Perform technical reviews and analysis of software defects for Connect system, by determining the type, origin, and severity of issues. Recommend corrective actions to resolve or prevent systems failure. Document all identified defects and resolutions in the system database to ensure accurate tracking, accountability, and audit readiness. Coordinate and lead meetings with state staff, contractors and end users to review, validate, and resolve potential system defects. (15%)

Serve as the BPPE's IT Business Analyst and program subject matter expert (SME) for the Connect and other enterprise IT system workgroups. Represent BPPE business needs, communicate technical issues, and ensure program concerns are documented and addressed. Identify and flag issues or decisions that have potential cross-program or cross-unit impacts and elevate them to BPPE's leadership for coordination and resolution. (10%)

Manage initial triage activities for BPPE Connect system defects/ enhancements/ change requests. Manage and monitor BPPE's Connect tickets by triaging, prioritizing, and coordinating responses with other Department IT staff and external vendors. Track progress and ensure timely follow-up and resolution. (10%)

Lead communication with BPPE's leadership and staff regarding upcoming software system changes, updates, or testing cycles. Provide briefings, summaries, and implementation guidance as needed ensuring compliance with State mandated IT policies and procedures. (10%)

20% (E) Testing

Collaborate with OIS to develop manual and automated unit, component, regression and functional system test scripts. Plan, coordinate, and execute testing activities for system enhancement, integrations, and scheduled software releases.

Develop test plans, create test scripts, and document expected results based on BPPE business requirements and adequate coverage of system functionality.

Develop and coordinate user acceptance testing (UAT) test scripts with business experts and end users. Provide clear testing instructions, monitor progress, and validate that corrections meet functional business needs. Performs testing of software updates, enhancements, and defect fixes; document results, report risks, and recommend next steps. Verify successful defect resolutions and ensure testing documentation is complete prior to production release. Conduct post-release validation to confirm successful implementation and communicate findings to affected staff and leadership.

Collaborate with the Connect project team to align testing methodologies, share best practices, and ensure consistency across programs.

20%

(E) Administration

Participate in BPPE and OIS team meetings related to testing, system requirements, enhancements and change management. Lead or assist in updating internal procedures, desk manuals, and job aids to reflect new functionality, system changes, or process updates.

10%

(E) Development

Work with the business experts to develop the technical detail analysis specifications. Develop software configuration maintenance and enhancement change requests. Write the development design specifications and the data model for design specification, prepare the required documentation for the final solution using Share Point & Web information technology systems. Complete configuration migration and development deployment for all development, testing, and production system environments in accordance with software release management practices.

Work with senior technical staff in problem resolution activities for system failures and/or inconsistencies. Provide high level expertise in the use of the DCA technologies. Resolve the complex configuration system failures and/or inconsistencies. Facilitate the collaboration with all OIS technical and any external stakeholders to resolve issues. Develop immediate workarounds, or manual processes, and work with technical staff in their implementation to ensure all configurations in the production systems are available.

5%

(M) Project Management Support

Participate in project related meetings including status updates, risk and issue management meeting and change control meetings. Review proposed legislation and regulations to determine IT impact. Process and review project deliverables when assigned. Perform other duties as assigned.

B.

Supervision Received

The incumbent works under the general supervision of the Deputy Bureau Chief. The incumbent also has general oversight from the department's Chief Information Officer. The incumbent may receive assignments from the Chief Technology Officer (CEA B)..

C.

Supervision Exercised

None

D. Administrative Responsibility

None.

E. Personal Contacts

The incumbent has routine contact with all levels of the DCA staff, consultants, vendors, California Technology Agency staff, Control Agency staff, and other government agencies. This includes DCA's Divisions, Programs, Bureaus, Boards, and Committees including executive management. Contacts may be initiated with other departments, governmental agencies, and private companies concerning information system and data center technologies as they related to the performance of this position.

F. Actions and Consequences

The incumbent will make decisions that impact the functionality of the DCA technology applications and solutions. Failure to properly administer duties using good judgment, logic, and discretion, may result in poor performance or unusable systems and/or applications, and prevent the DCA end users from effectively performing their duties. In addition, substantial workload backlogs may occur, online consumer services may be unavailable, and the DCA may be unable to carry out mandates designed to protect consumers, licensees, and applicants.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. The incumbent must occasionally move about inside the office to access office machinery. The incumbent must constantly operate a computer and other office productivity machinery, such as a copy machine. The incumbent must be able to remain in a stationary position 50% of the time. The incumbent may be required to perform duties at local client sites as required and at any of DCA's statewide field sites as scheduled in advance.

H. Other Information

The incumbent must be able to reason logically and creatively and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives, research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

The incumbent routinely works with sensitive and confidential issues and/or documents and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals, or to sensitive program matters at all times.

Adherence to a consistent work schedule is critical to the successful performance of the position due to the heavy workload and time-sensitive nature of the work.

Desired Technical Knowledge:

SaaS System Development
System Configuration
SQL
Ticketing System Tools
Testing Automation Tools
Wireframing Tools
Code Management Tools
Agile Development Methodology
HTML

Additional Performance Expectations:

Ability to work cooperatively with others
Ability to work efficiently
Ability to report to work on time
Ability to maintain consistent, regular attendance
Ability to work under changing deadlines
Ability to look and act in a professional manner
Ability to get along with others
Ability to exhibit courteous behavior towards others at all times
Ability to meet deadlines
Ability to perform tasks with minimal amount of errors
Ability to do completed staff work

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health and Safety analyst.)

Employee Signature

Date

Employee Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Supervisor Printed Name

Copy to be retained in the Supervisor's Drop File.

New 1/2026