

DUTY STATEMENT

CLASSIFICATION	DIVISION
Information Technology Specialist I	Administrative Services
WORKING TITLE	UNIT
Business Analyst	Information Tech Services - EPPMO
POSITION NUMBER	COLLECTIVE BARGAINING UNIT
016-190-1402-XXX	R01
EMPLOYEE NAME	EFFECTIVE DATE

CSD Mission:

The mission of the Department of Community Services and Development (CSD) is to improve the economic security of vulnerable Californians through programs and partnerships that support the state's diverse communities.

Position Summary:

Under the general direction of the ITS II (Supervisor) and Enterprise Project & Portfolio Management Office (EPPMO) Chief, the Business Analyst (BA) performs complex analytical and technical activities supporting CSD's IT operations. BA serves as the lead analyst for legacy and enterprise system upgrades, program implementations, and functional enhancements. Responsibilities include analyzing, developing, and documenting business and technical requirements using CSD's BA framework and toolkit, and guiding projects through all stages in alignment with departmental governance and implementation standards.

The BA conducts business processes and system analysis, resolves system issues, and supports program and legislative/policy-driven system changes. The incumbent develops technical documentation, identifies system requirements, and supports planning and delivery for highly complex IT projects. The role includes design, configuration, testing, and implementation of CORE system functionality and participation in major technology modernization efforts.

The BA must demonstrate expert knowledge of business systems analysis, Software Development Lifecycle (SDLC), Project Management Lifecycle (PMLC), and California Project Management Framework (CA-PMF), change control practices, customer service principles, and requirements development methodologies.

Essential Functions:

- 35% Business Analysis - performs analysis with internal and external stakeholders to document current processes, evaluate alternatives, and assess new technologies, prioritizing solutions within CSD's cloud infrastructures. Develops detailed knowledge of business policies, processes, contracts, and technical programs to elicit, analyze, and

document business and technical requirements. Collaborates with business units to optimize workflows, support system modifications or implementations, and serve as a liaison between business units, leadership, and technical staff. Ensure project requirements are documented, testing is completed, developer questions are addressed, and IT issues and resolutions are recorded in approved tracking systems. Applies system analysis and design methods, documents requirements for new application development, maintains knowledge of legacy and new future systems, and uses specialized tools to manage analysis artifacts. Acts as a subject matter expert for assigned projects or systems, researches and clarifies service request details, recommends effective solutions, and facilitates cross-functional teams to identify system requirements, prepare use cases, and support the development or enhancement of CSD's automated systems.

Develops IT systems and plans that support CSD and agency strategic priorities. Conducts impact analysis on program requests related to business requirements, workflows, use cases, business rules, data models, and policies. Reviews program needs, identifies viable alternatives, and develops user and technical training materials. Works collaboratively on moderately complex tasks throughout all phases of the SDLC.

35% Project Management Support – Monitors progress of activities throughout the SDLC for service requests and projects. Works with the ITS team to facilitate communication and provide status updates on service requests or project activities. Collaborates with the Business Analysis Unit to create project schedules and prepare project artifacts and may also provide project status reporting. Prepares project schedules and works with IT and business staff to identify and apply project management best practices. Develops clear and effective written program, technical, and project reports or summaries. Prepares and delivers presentations to executives, senior management, and peer groups. Participates in all phases of the software product life cycle, including planning, implementation, maintenance, enhancement, migration, archiving, and retirement. Serves as project support and technical specialist, managing small to medium-sized projects. Applies industry-standard project management and software development methodologies and manages assigned projects. Provides timely and accurate updates to management regarding project progress and assignments. Assists in acquiring and applying detailed knowledge of business policies, processes, annual contracts, and technical program requirements to support the development and documentation of business policies and program needs.

25% Develops and maintains technical documentation, including use cases, functional requirements, user stories, test scripts, and training materials. Maintains Data Transfer Rules (DTRs) for assigned systems. Prepares responses to project inquiries and ensures project library materials

accurately reflect full project history. Develops and updates user documentation and user guides for assigned projects. Serves as a technical specialist and manages small to medium-sized projects and may resolve user support tickets for legacy systems.

Marginal Functions:

- 5% Perform other duties as required and consistent with department needs in alignment with the ITS I class specifications. Participate in activities that contribute to professional growth and development.

Supervision Received:

The incumbent receives direct supervision from the Chief of the EPPMO. The incumbent receives broad direction with assignments and is expected to plan, design, and independently execute the work.

Supervision Exercised:

None.

Personal Contacts:

The incumbent will have routine contact with the Chief Information Officer (CIO), program staff, and technical staff to provide and make recommendations for business analysis and project management. Regular contact with ITS staff and its technical vendors as well as external entities such as CalHHS, or California Department of Technology.

Responsibility for Decisions and Consequences of Error:

The incumbent is responsible for individual decisions and actions. As a subject matter expert, the incumbent is responsible for actions that could have a serious detrimental effect on the operating efficiency of various systems or projects. The incumbent is responsible for carrying out the policies, processes, and procedures that are used throughout CSD and are implemented enterprise wide. It is critical that the incumbent be able to maintain a high level of professionalism, diplomacy, and tact as this position must be able to successfully communicate with individuals throughout the enterprise as well as control agencies and the private sector. Failure to perform adequately could result in the operations of CSD being disrupted. Consequently, accuracy and attention to detail are of paramount importance.

Conduct, Attendance, and Performance Expectations

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (both orally and in writing) and with tact in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

This position performs administrative duties including, but not limited to: adheres to Department policies, rules, and procedures; submits administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately reports time; and submits time sheets by the due date.

Working Conditions:

- To promote collaboration, team cohesion, and employee development, CSD operates on a hybrid schedule in accordance with both Statewide and CSD's Telework Policies.
- Work at an alternate work location must be conducted in a space that is ergonomically sound, private, distraction-free, and has safe working conditions to be eligible to telework.
- Work performed in the office is in a climate-controlled building with both natural and artificial lighting.
- Work requires sitting for an extended period using a personal computer and the use of standard office equipment, such as phones, copiers, or scanners.
- Occasional travel may be required to attend meetings, training, and other job-related events.

Competencies:

- Leadership – Creates a sense of direction, purpose, and momentum for the organization's mission. Creates a positive work environment offering clarity around goals and objectives and ensuring that those who are led work collaboratively to achieve results.
- Customer Service – Personifies CSD's number one objective, which is to provide clear, correct, courteous, complete, concise and competent services to all internal and external customers.
- Communication – Listens, writes, and presents ideas, opinions, and information in diverse situations.
- Resilience – Overcomes challenges, does the job, and remains optimistic under pressure and adversity.
- Diversity and Inclusion – Works effectively in an inclusive workplace where individual differences and perspectives are respected and leveraged to achieve organizational goals.
- Innovative – Demonstrates curiosity, develops new insights, considers creative approaches and applies novel solutions.
- Interpersonal Skills – Interacts positively with courtesy, sensitivity and respect with a variety of individuals and makes every effort to understand and relate to others.
- Collaboration - Develops, maintains, and strengthens relationships while working together to achieve results.
- Digital Fluency – Use technology effectively in the performance of one's job. Includes the integration and acceptance of new technology when appropriate.
- Accountable – Makes decisions and remains accountable for those decisions.
- Reliable – Understands the importance of meeting deadlines and following through on commitments.

Special Requirements:

Conflict of Interest: This position is subject to Title 16, section 3830 of the California Code of Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

Employee Acknowledgement:

I have read and understand the duties and requirements listed above. I am able to perform these duties with or without reasonable accommodation. (If reasonable accommodation is necessary, please complete a Reasonable Accommodation Request Form from CSD Human Resources, Reasonable Accommodation Coordinator.)

Employee Signature

Date

Supervisor Acknowledgement:

I certify this duty statement represents an accurate description of the essential functions of this position. 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:

After signatures are obtained, make 3 copies:

- Send a copy to CSD HR (csd.hr@csd.ca.gov)
- Provide a copy to the Employee
- File a copy in the Supervisor's drop file