

DUTY STATEMENT

		EFFECTIVE DATE
BRANCH	POSITION NUMBER (Agency – Unit – Class – Serial)	
Technology Services	815 - 641 - 1402 - 905	
DIVISION/UNIT	CLASS TITLE	
BenefitConnect/Business Delivery	Information Technology Specialist I	
INCUMBENT NAME	WORKING TITLE	
Vacant	Business Analyst	
CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.		
Under the direction of the Business Delivery Supervisor (Information Technology Supervisor II), the Business Analyst (Information Technology Specialist I) is responsible for working with BenefitConnect (BC) resources and agency stakeholders to use their understanding of BC and pension functional processes to perform business analysis and propose solutions for business needs while contributing to the Software Development Life Cycle (SDLC) tasks as assigned.		
% 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.	
	ESSENTIAL FUNCTIONS Project Management Follow CalSTRS' System Development Life Cycle (SDLC) methodology to work in collaboration with the vendor(s) and agency resources to provide support and guidance using standard methods, techniques, and tools applicable to their assignments. Independently lead and work within cross-functional teams that include business and technical stakeholders, subject matter experts (SME), application architects, developers, vendors, and/or testers. Perform in liaison leadership role with technical and business stakeholders. Facilitate meetings to collaborate with internal and external stakeholders to conduct problem and impact assessments, create process maps, perform root cause analysis, perform risk analysis, and drive them to a solution with options, when necessary. Follow the SDLC and processes to elicit, define, and document business, user, and system requirements using the supported tools, such as Jama. Generate presentations, process flows, and diagrams to accompany documentation. Investigate and analyze business and technical problems to develop recommendations and solutions. Resolve issues by using strong analytical and technical skills to address conversion or application related problems.	
35%		
	Business and Systems Analysis Gain knowledge of BC's functionality and operations, implementation strategies and constraints, and information resources. Lead or participate in tasks as assigned, to conceptualize processes and implement operational efficiency. Create and maintain trackers and tools/artifacts utilizing analytical data translation methods and comprehensive solution wide syntax strategies. Assist in developing focused communications and presentations with functional detail. Independently resolve issues by using innovative problem-solving and technical skills to address a variety of system related problems. Discuss proposed solutions with customers in a consultative fashion. Perform gap analysis and make recommendations. Assist with activities to prepare for documenting workarounds for functionality excluded from the BC application.	
35%		
	Test Support Perform as a technical specialist in monitoring and testing complex application functionality, infrastructure and environment testing, and validation of test results. Participate in the support of planning, executing, and closing test phases. Assist business and technical users with testing, including developing test plans, cases, and summary results. Execute tests and participate in defect logging, triage, and analysis. Analyze and identify good candidates that can be used for automated and manual regression tests. Support regression test activities during periodic maintenance releases and triage test results.	
20%		
	Requirements Perform as a liaison between the BC Requirements Management Lead, Requirements Owners, Requirements Stewards, and CalSTRS SMEs in the maintenance activities related to BC's requirements. Collaborate with BC's Requirements Management Lead to review and analyze functional (business) and non-functional (technical) requirements in the Requirements Management tool known as Jama. Clarify requirements using basic conceptual and logical process and data modeling tools and techniques.	
5%		

5%

Perform gap analysis and make recommendations. Work with SMEs to document Change Requests (CRs) to meet business needs. Analyze impact of CRs on existing systems and recommend solutions and courses of action. Discuss proposed solutions with customers in a proactive/consultative fashion.

Facilitate and participate in quality assurance reviews of documentation prepared by vendors and team members and provide constructive feedback. Monitor and report project risks and issues, facilitating mitigation and resolution efforts to limit risks and escalations as needed.

MARGINAL FUNCTIONS

Actively support organization policies and objectives; develop rapport with key organization peers and build mutual understanding of functional interdependencies; consistently demonstrate CalSTRS' core values and competencies; adhere to organizational expectations and serve as a role model to staff; maintain good attendance with minimal unplanned absences.

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies located in the [Competency Guide](#) on Central.

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Prolonged periods of standing or sitting
- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 10 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED