

JOB DESCRIPTION AND POSITION CLASSIFICATION

CLASSIFICATION Information Technology Associate		DWR POSITION NUMBER 0530-1401-013 & -014	SAP POSITION NUMBER 50000820 & 50001490	MCR 1
APPOINTEE Vacant		SAP PERSONNEL NO. TBD	DIVISION/SECTION DTS/SAP Logistics&HR Functional Analysis	
COLLECTIVE BARGAINING IDENTIFIER Management Related BU: ☐ Supervisory Related BU: ☐ Confidential Related BU: ☒ Rank and File BU: R01				
RESPONSIBILITIES EXERCISED ☐ Supervisory ☐ Lead Person		IMMEDIATE SUPERVISOR (Print) Vacant	SUPERVISOR'S CLASSIFICATION Information Technology Supervisor II	
APPROVED BY (Personnel Analyst's Name) Estevez Contreras			DATE 08/17/2026	
<i>Percent of Time</i>	<i>Activity</i>			
	POSITION SUMMARY: Under the general supervision of the Information Technology Supervisor II/SAP Functional Operations Supervisor, the position serves as a SAP Enterprise System Applications Functional Analyst. The position's duties and activities are performed primarily within the Business Technology Management technical domain. The incumbent provides dedicated technical services in support of the Department's SAP Enterprise Resource Planning (ERP) system. The incumbent ensures the technical health, operational reliability, sustainability, and security of the DWR SAP ERP system. The position must adhere to all Department Information Technology policies and standards as set by the Department's Manager of the Division of Technology. ESSENTIAL FUNCTIONS: This position requires that the incumbent work cooperatively with others; maintain regular, predictable, and consistent attendance; exercise good judgment; provide excellent service to internal and external customers; and complete assigned projects and tasks on time at a level commensurate with the position classification. The incumbent must demonstrate the following: respect for coworkers and managers by being courteous, considerate, and professional; openness and trust by being straightforward, listening respectfully, sharing information, and being receptive to new ideas; and accountability by taking responsibility for one's own actions/inaction and the subsequent outcomes. The specific duties are, but are not limited to, the following:			
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.				
SUPERVISOR'S NAME (Print) Vacant		SUPERVISOR'S SIGNATURE ➤	DATE	
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT.				
EMPLOYEE'S NAME (Print) Vacant		EMPLOYEE'S SIGNATURE ➤	DATE	

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	SPECIFIC DUTIES INCLUDE:				
40%	ANALYSIS and DESIGN: Provide expertise in DWR business functions and processes. Works with lines of business and program areas to identify enhancements and changes to the SAP ERP system. Analyze, gather requirements, design, test, and implement updates to SAP. Coordinate implementation of enhancements and changes with other SAP modules and stakeholders. Coordinate and facilitate meetings and sessions with business stakeholders. Create and update SAP system related documentation. Support new initiatives set out by management and business process owners.				
30%	QUALITY ASSURANCE: Develop comprehensive test plans, test scripts, and test cases. Conduct, coordinate, and facilitate unit, system, integration, and user acceptance tests with cross functional team members and business users. Ensure testing of all requirements and that all changes meet the defined requirements and produce the desired results before releasing changes to the production environment. Support the defined change management process and ensure all testing are completed in the appropriate technical environments. Support cross functional integration, regression, and other testing efforts. Create required documentation for all changes.				
20%	PRODUCTION SUPPORT: Fulfill SAP functional service request and incident/problem tickets based on defined Service Level Agreements and expectations for excellent customer service. Work with cross functional, technical operations, and technical infrastructure teams to resolve SAP issues. Analyze, evaluate, test, implement, and support SAP released enhancement and updates of the ERP system and applications. Maintain an extensive, broad based, up-to-date perspective on information technology, evolving industry trends especially those related to SAP. Perform cross-functional support for various SAP modules in the areas of analysis and design, quality assurance, and production support as required by operational demand.				
10%	PROJECT Support: Support SAP development, maintenance, and enhancement projects. Act as DTS liaison with cross-functional teams and members to implement SAP changes. Follow project management principals and guidelines to complete project work throughout all phases of the project life cycle. Coordinate and facilitate communications and meetings with DTS and business managers, vendors, consultants, and cross-functional technical and business teams. Participate in requirements gathering, Joint Application Development, formal functional and technical review, and knowledge transfer sessions. Ensure the ERP system meets DWR business requirements and SAP best practices. Work with team members, users and customers to complete tasks and to meet business objectives and goals. Provide consultation to management and executives on SAP technical and function module subject matters that influences value-added decisions. May be required to work extended hours and travel to various locations throughout the State of California when requested.				

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	SPECIAL REQUIREMENTS: Incumbent shall maintain strict confidentiality in regard to departmental data and systems, identity management, system accounts, and information security items that they have access to via any assigned privilege accounts (These are accounts assigned to an employee that require privileges over-and-beyond the standard user production account, e.g. system administrator, applications administrator, domain administrators). Incumbent must maintain strict confidentiality when participating in any e-discovery or forensics type of activities, or any other situations where discretion is required. The Department of Water Resources is committed to its mission and employees, and we are grounded in our commitment to public safety. Regular, consistent, and predictable attendance is essential to the successful performance in this position. All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. May be required to work extended hours and travel to various locations throughout the State of California when requested. KNOWLEDGE, SKILLS AND ABILITIES: Must possess an understanding of end-to-end business process and procedures of the SAP ERP system and have strong analytical and administrative skills. Understand the technical elements of schema, SAP data base tables, custom tables, master data, Development, Implementation Management Guide (IMG), technical objects, table maintenance, view maintenance, security, and task review .in various SAP function modules. Understand cross application effects of changes made in the SAP system as they will be the knowledge expert for new technologies, processes and additional bolt-on solutions for enhancing the SAP environment to support the Department's Business. Perform cross-functional support for various SAP modules in the areas of analysis and design, quality assurance, and production support as required by operational demand. Must be able to independently balance concurrent assignments and complete assigned projects and tasks on time. Must be able to communicate effectively with business and technical staff, the general public, and policy-level administrators.			