



☐ PROPOSED ☒ CURRENT

Classification Title Information Technology Specialist I	Division Information Technology Services
Working Title Enterprise Systems and Project Support Analyst	Office/Unit/Section/Geographic Location Project Management Branch
Position Number 592-620-1402- 018	Name and Effective Date

General Statement: Under the direction of the Information Technology Manager (ITM I) of the Project Management Branch (Branch), within the Information Technology Services Division (Division), part of the Department of Cannabis Control (Department), the Information Technology Specialist I (ITS I) will provide enterprise-level system support and project management assistance within the Branch. The ITS I will support State of California (State) Agile teams and enterprise initiatives through business and system analysis, testing, project coordination, and system configuration support for the Department's licensing and compliance systems, as well as other enterprise systems as needed. The ITS I will contribute to successful system implementation, operational stability, and continuous process improvement while ensuring compliance with State policies, governance standards, and Agile delivery practices. Duties include, but are not limited to, the following:

A. Specific Assignments [w/ Essential (E) / Marginal (M) Functions]

50% (E) Enterprise Analysis, Agile Support, and Testing

25% Perform enterprise analysis and provide functional system support for licensing and compliance systems. Collaborate with program management, Product Owners, Subject Matter Experts (SMEs), and contracted resources throughout system development, testing, implementation, and maintenance activities. Analyze business processes and workflows, assist with documenting requirements and user stories, and support the intake, triage, and tracking of system defects, enhancements, and change requests.

Support State Agile teams by participating in and leading Agile ceremonies, including sprint planning, backlog refinement, daily stand-ups, sprint reviews, and retrospectives. Assist Product Owners and project staff with backlog maintenance, acceptance criteria documentation, and coordination of sprint-related activities.

Support and coordinate activities associated with Information Technology (IT) releases by assisting with planning, documentation, and communication efforts. Develop training, present materials, identify opportunities to improve efficiency and productivity, and provide feedback to program management, Product Owners, SMEs, and consultants regarding system issues, risks, or discrepancies.

25% Develop, execute, and maintain functional and regression test scripts; support system and user acceptance testing; review reported defects; and assist in identifying root causes and recommend resolutions. Review release notes, prepare test plans, update test documentation, and maintain defect tracking and testing tools. Support IT governance processes, document updates to plans and procedures, and promote the adoption of approved technologies and business processes.

25% (E) Project Management and Enterprise Support

Participate in and lead enterprise IT projects, activities, tasks, or workstreams under the direction of project leadership. Lead, support, and facilitate project meetings which include status updates, risk and issue discussions, Agile ceremonies, system testing, and governance or oversight meetings.

Lead the review of proposed legislation, regulations, and policy changes to identify potential IT and system impacts. Support project documentation activities, including preparing reports, schedules, risk and issue logs, and other project artifacts. Support organizational change management and communication activities, track project progress, and assist with coordination between technical teams, program areas, and external stakeholders.

20% (E) System Configuration

Analyze, document, and implement approved system configuration changes for licensing and compliance systems in accordance with established standards, procedures, and release management practices. Perform a range of configuration activities for the licensing and compliance systems which may include rules-based, administrative, or low-code configuration updates that support business operations and regulatory requirements.

Prepare and update configuration documentation, functional specifications, and implementation notes to support approved system changes. Assist with verification of configuration changes through testing and validation activities within the Department's designated defect and tracking tool.

Collaborate with senior technical staff to support problem resolution efforts related to system failures, configuration issues, or inconsistencies. Troubleshoot and document issues, coordinate resolution activities, and support implementation of temporary workarounds or manual processes to ensure system availability and continuity of operations.

5% (E) Professional Development

Participate in professional development trainings as well as tasks, meetings, and activities that support programmatic and workplace diversity, equity, and inclusion.

B. Headquarters Designation

Department Headquarters Office, Rancho Cordova, CA 95670

C. Supervision Received

The incumbent will receive assignments and directions from the ITM I ; however, assignments and directions may come from the Career Executive Assignment-B, and/or Chief Deputy Director.

D. Supervision Exercised

None

E. Administrative Responsibility

None.

F. Personal Contacts

The incumbent will have frequent contact with all levels of the Department staff, consultants, vendors, private companies, and other government agencies.

G. Actions and Consequences

Failure to adequately perform the outlined duties listed above may result in poor performance or unusable systems and/or applications and prevent the Department end users from effectively performing their duties. In addition, substantial workload backlogs may occur, online consumer services may be unavailable, and the Department may be unable to carry out mandates designed to protect consumers, licensees, and applicants.

H. Functional Requirements

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week, Monday through Friday, 8:00AM-5:00PM; however, may be expected to work specified hours based on business needs of the Division. Regular attendance and punctuality are an essential part of this job.

The incumbent is expected to work in an office setting with artificial light and temperature control. Sitting and standing requirements are consistent with work in an office setting. Daily access to and use of a computer, keyboard, mouse, and telephone is essential. Occasional lifting of 10-15 pounds may be required.

In all job functions, the incumbent is responsible for creating an inclusive, safe, and secure environment that values diverse cultures, perspectives and experiences, and is free from discrimination. The incumbent is expected to provide all members of the public equitable services and treatment and work toward improving outcomes for all Californians.

I. Other Information

The incumbent shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others. This incumbent will maintain consistent and regular attendance, communicate effectively (both orally and in writing) when dealing with the general public and/or other employees, develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment, and adhere to departmental policies and procedures.

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 Equal Employment Opportunity Office.)

Employee Signature

Date

Employee's Printed Name – Classification

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's Printed Name – Classification

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