

DUTY STATEMENT

EFFECTIVE DATE

BRANCH

Technology Services

POSITION NUMBER (Agency – Unit – Class – Serial)

815 - 640 - 1402 - XXX

DIVISION/UNIT

BenefitConnect/Technology Delivery/Production and Test Team

CLASS TITLE

Information Technology Specialist I

INCUMBENT NAME

Vacant

WORKING TITLE

Production Services Specialist

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 Production and Test Team Manager (Information Technology Manager I), and the Assistant Director - Technical (Information Technology Manager II), the Information Technology Specialist I is responsible for monitoring production operations, seamlessly executing batch jobs, printing jobs, and promptly addressing any issues to minimize downtime. The incumbent performs a variety of activities requiring regular innovative problem-solving within broadly stated and non-specific guidelines. The incumbent will also act as a technical specialist; exercise independent action in recommending and coordinating solutions; lead meetings and information gathering sessions with subject matter experts to analyze, review, document, and recommend approval of change requests for existing and new batch processes earmarked for production implementation. The position is also responsible for assessing and discussing the need for process improvement and program enhancement with management, as organization needs change. This role will work directly with CalSTRS staff, end users, and vendors to provide problem resolution; gather data, and produce statistical reports, as needed by BenefitConnect management. The incumbent may perform other related duties 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.

35%

ESSENTIAL FUNCTIONS

Act as a technical lead on critical system software applications and work independently on a wide variety of system analysis activities relating to BenefitConnect application development, release and deployment, maintenance, and critical incident resolution. Tasks include systems analysis, design, testing, installation, support, critical incident resolution, and other tasks related to the scheduling and processing of critical applications. Represent the unit on various interface committees and teams relating to scheduling and processing critical production services. On behalf of CalSTRS, serve as a technical specialist in communications with external vendors requiring assistance, and customer service related to CalSTRS business matters.

35%

Monitor systems using a variety of integrated tools to effectively manage applications, release, and batch operations. Submit both manual and automatic batch jobs to ensure workflows are completed on time, with a strong emphasis on quickly addressing and restarting any jobs that fail. Perform troubleshooting by investigating alerts, errors, and system performance issues as they occur. Perform incident management by documenting application errors and collaborating with teams to conduct root cause analyses and implementing necessary fixes and workarounds. Communicate effectively with different Information Technology teams to develop and coordinate updates and solutions. Maintain comprehensive documentation of all incidents, procedures, and resolutions to foster ongoing operational excellence.

15%

Lead and participate in preparation for batch and print technical requirements and maintenance of the CalSTRS pension administration system. Lead all physical print scheduling and operational processing related to CalSTRS pension administration system. Perform the duties required for successful operations of CalSTRS Production printers, such as scheduled cleanings, loading paper, removing print output, breaking down output for distribution, and contacting vendors for printer downs or unacceptable printing performance. Maintain problem reports for production processing and printers and consoles in the printer room. Perform routine monitoring, maintenance, and documentation of processes and procedures of all the production services activities.

10%

Represent the unit as a technical specialist on critical system analysis issues. Maintain an awareness of electronic information processing products, methods, techniques and other related developments. Maintain supportive partnerships throughout the Technology Services Branch. Represent the branch on various committees and teams relating to processes, procedures, tasks, and issues.

MARGINAL FUNCTIONS

815-640-1402-XXX

5%

Evaluate Print Room hardware, software, and application products to meet end-user requirements or improvement of service delivery. Determine requirements, identify and test alternatives, and recommend best product solutions. Prepare reports for management. Participate in special departmental assignments, projects, and system testing.

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

- 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
- Expect to work early and late depending on coverage needed to ensure support for CalSTRS customers.
- Responsibilities require overtime and working evenings, weekends, and holidays for after-hours scheduled work and emergencies.
- 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)

Jojo Thomas

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