

## YOUR EFFORTS WILL MAKE FI\$Cal A SUCCESS

### DUTY STATEMENT

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|--------------------------------------------|------------------------------------------------------------------------------------------------|
| <b>CLASSIFICATION TITLE</b>                | <b>DIVISION NAME</b>                                                                           |
| Information Technology Specialist I        | Information Technology Division                                                                |
| <b>WORKING TITLE</b>                       | <b>OFFICE/SECTION/UNIT</b>                                                                     |
| Enterprise Application Integration Analyst | Emerging Technologies and Integration Services Office, Enterprise Integration Services Section |
| <b>EMPLOYEE NAME</b>                       | <b>POSITION NUMBER</b>                                                                         |
| VACANT                                     | 333-350-1402-017                                                                               |

You are a valued member of the Department of FISCAL. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

### **GENERAL STATEMENT**

Under the direction of the Information Technology Manager (ITM) I, the Information Technology Specialist (ITS) I serves as a technical expert responsible for analyzing, designing, developing, implementing, documenting, debugging, and supporting complex enterprise interfaces and production batch operations for the Enterprise Integration Services Section within the Information Technology Division.

The ITS I works independently to provide enterprise-wide support for data integration, including system interfaces, data conversions, application enhancements, and production batch operations within the FI\$Cal Enterprise Resource Planning (ERP) system. The incumbent provides ongoing operational support and timely resolution of production issues to ensure that the FI\$Cal system meets business objectives while leveraging emerging technologies and industry best practices. The ITS I ensures alignment with the department's business and technology vision, goals, and objectives.

The ITS I assists in documenting emerging system functionality, business processes, and data flows within the FI\$Cal system. The incumbent also supports the development, implementation, and continuous improvement of Information Technology Infrastructure Library (ITIL) and Information Technology Service Management (ITSM) processes and procedures.

The duties for this position are focused in the Software Engineering domain, however work may be assigned in the other domains as needed.

### **SUPERVISION RECEIVED**

The ITS I reports directly to ITM I.

**SUPERVISION EXERCISED**

None.

**ESSENTIAL FUNCTIONS**

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

| <b><u>% OF TIME</u></b> | <b><u>ESSENTIAL FUNCTIONS</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <b>45 %</b>             | <b>APPLICATION SUPPORT</b> <ul style="list-style-type: none"><li>• Provide analytical and technical support for complex application incidents, production issues, and service requests involving highly integrated custom components within the FI\$Cal Enterprise Resource Planning (ERP) system.</li><li>• Develop, test, implement, and support batch processes, interfaces, and related ERP Applications processing components to meet business and operational requirements.</li><li>• Provide production support and operational coverage for batch and interface processes, including mission-critical automation supporting the ERP system. Utilize managed file transfer (MFT) and batch scheduling tools to ensure reliable and timely processing.</li><li>• Monitor and troubleshoot production batch and interface failures; perform initial analysis, root cause analysis, and problem resolution. Collaborate with functional and technical teams to resolve integration issues, application defects, and recurring production problems.</li><li>• Provide technical support for system-to-system interface configuration, monitor enterprise interfaces and production batch jobs to ensure successful processing, investigate failed interface transactions, and implement recovery procedures to restore normal operations.</li><li>• Perform root cause analysis for production incidents and develop technical documentation, knowledge base articles, and automation solutions to improve operational efficiency and reduce recurring issues.</li><li>• Support department onboarding, testing, scheduling, configuration, and implementation of conversion and interface processes.</li><li>• Develop, maintain, execute, and support procedures for secure file transfers and monitoring of enterprise data exchanges between the FI\$Cal ERP system and external interfaces.</li><li>• Execute ITIL-based incident, problem, and change management processes for production and non-production FI\$Cal environments.</li><li>• Develop, maintain, and execute operational schedules, procedures, and batch processing activities to ensure timely completion of critical business processes.</li></ul> |

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|             | <ul style="list-style-type: none"> <li>• Design, develop, administer, maintain, and continuously improve enterprise IT Service Management (ITSM) solutions supporting operational and business requirements.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>35 %</b> | <p><b>SYSTEM ANALYSIS AND SUPPORT</b></p> <ul style="list-style-type: none"> <li>• Serve as a technical expert throughout all phases of the Systems Development Life Cycle (SDLC), including requirements analysis, design, development, testing, implementation, and production support.</li> <li>• Analyze, design, develop, test, implement, document, and maintain customized application components supporting the FI\$Cal ERP system.</li> <li>• Independently evaluate complex business requirements and collaborate with business stakeholders, functional subject matter experts, and technical teams to perform impact analyses, develop solution alternatives, prepare technical designs, and estimate development efforts.</li> <li>• Provide ongoing operational support, maintenance, and enhancements for enterprise applications and interfaces.</li> <li>• Plan, coordinate, and support ITIL change management processes, ensuring proper implementation and governance of production changes.</li> <li>• Maintain production change schedules, planned maintenance activities, and projected service outage communications.</li> <li>• Coordinate change management activities with release management, incident management, problem management, and other ITSM processes.</li> <li>• Facilitate and participate in application design sessions while applying industry best practices, State Administrative Manual (SAM) standards, and departmental policies.</li> <li>• Participate in technical reviews of functional and system design documentation supporting complex ERP customizations and integrations.</li> <li>• Develop, maintain, and update technical documentation, including system architecture diagrams, data flow diagrams, interface specifications, operational procedures, and support documentation. Provide project status updates and technical recommendations to management as required.</li> </ul> |

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| <b>15 %</b>      | <b>TRAINING AND KNOWLEDGE TRANSFER</b> <ul style="list-style-type: none"> <li>• Participate in cross-functional meetings, technical discussions, and project activities by providing subject matter expertise related to enterprise integrations, ERP technologies, and operational support.</li> <li>• Mentor and provide technical guidance to Integration Services staff on complex application support, systems analysis, design, development, and production support activities.</li> <li>• Assist in the development of technical training materials and deliver knowledge transfer sessions to the Department of FISCal (FI\$Cal) staff through presentations, workshops, meetings, and collaborative discussions.</li> <li>• Maintain technical expertise by actively participating in and completing all required departmental and external training programs.</li> </ul> |
| <b>% OF TIME</b> | <b>MARGINAL FUNCTIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>5%</b>        | <ul style="list-style-type: none"> <li>• Perform other related duties as required to fulfill FI\$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the team/unit, which may include special assignments.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

### **KNOWLEDGE AND ABILITIES**

All knowledge and abilities of the Information Technology Associate classification; and

Knowledge of: information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Ability to: formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

### **SPECIAL REQUIREMENTS**

The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. The incumbent may be required to carry a cell phone and required to work outside normal work schedule. **Fingerprinting and background check are required.**

### **WORKING CONDITIONS**

The incumbent may need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked. The incumbent should be available to travel as needed and is expected to perform functions and duties under the guidance of the Department of FISCal's core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier, telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

### **SIGNATURES**

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 assigned HR analyst.)

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Employee Signature

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Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

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Hiring Manager Signature

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Date

HR Analyst PGR

**Date Revised: 8/26/2026**