



- ☐ Current
- ☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Information Technology Specialist I	Unemployment Insurance Online (UIO) DEV/OPS Engineer
NAME OF INCUMBENT:	POSITION NUMBER:
	280-349-1402-XXX
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
UI Online Application Section/ UI Online Operations Group	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Product Development Division	Information Technology Supervisor II
BRANCH:	REVISION DATE:
Information Technology Branch (ITB)	<i>Click here to enter a date.</i>
Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply:	
☒ Conflict of Interest Filing (Form 700) Required	☐ Call Center/Counter Environment
☐ May be Required to Work in Multiple Locations	☒ Requires Fingerprinting & Background Check
☐ Requires DMV Pull Notice	☐ Bilingual Fluency (<i>specify below in Description</i>)
☐ Travel May be Required	☐ Other (<i>specify below in Description</i>)
Description of Position Requirements:	
(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
None	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement:	
(Briefly describe the position's organizational setting and major functions)	
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Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)	
☒ Business Technology Management	☐ IT Project Management ☐ Client Services
☐ Information Security Engineering	☒ Software Engineering ☒ System Engineering
Under direction from the Information Technology (IT) Supervisor II, the incumbent may perform a wide variety of increasingly complex analytical tasks, using innovative problem-solving within broadly stated and non-specific guidelines. The incumbent supports the build, release, deployment, monitoring, and ongoing operation of the Benefit Solutions applications and the environments, platforms, and automated pipelines that support them. The incumbent serves as a technical lead for assigned build, release, environment, and operational support activities, providing technical direction to team and driving assigned efforts through to	

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completion. The incumbent works closely with technical team members within and beyond our section, and staff to define, document and maintain process, product, and system documentation. The incumbent consults with management on complex issues and recommends solutions. Works closely with program staff in planning and performing support activities.

The incumbent maintains an understanding of the business environment, equipment and procedures as they relate to information technology resources and services. Alerts managers of potential risks and issues. May provide guidance in the research, evaluation, development, testing and selection of IT processes, products and services. Reviews deliverables. Collaborates with the contractor to ensure effective knowledge transfer.

The incumbent contributes towards the growth of the IT Branch into a customer-focused, service-oriented organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

Commented [JW1]: This reads more like essential functions. Recommend editing to be more fluid.

Please also clarify who "the contractor" is.

Percentage of Duties	Essential Functions
40%	Serves as a technical lead for the build, release, and deployment of the Benefit Solutions applications, performing increasingly complex analytical and technical activities and directing the technical execution of assigned releases. Develops, configures, and maintains automated build and deployment pipelines, deployment scripts, and source control branching and merge practices. Packages and promotes application releases across development, test, and production environments. Troubleshoots and resolves build and deployment failures, and recommends improvements that reduce manual effort and release risk. Leads and performs the configuration, maintenance, and support of application hosting environments and supporting platform components, including on-premises and cloud-hosted infrastructure, containerized workloads, application and web servers, and related services. Provisions, refreshes, and maintains non-production environments. Applies configuration and infrastructure automation to keep environments consistent and repeatable. Leads assigned technical workstreams for the migration of existing applications to modern cloud and container based hosting.
25%	Performs increasingly complex analytical activities related to the maintenance and operations of the Benefit Solutions applications in production. Configures and maintains application and infrastructure monitoring, logging, alerting, and operational dashboards. Analyzes system performance, capacity, availability, and error trends, and recommends corrective action. Leads incident triage, problem management, and root cause analysis activities for assigned systems, drives issues through to closure, and produces operational reports for management.
15%	Leads cross-team planning and execution of releases, system implementation, knowledge transfer, and ongoing maintenance and operations. Provides technical guidance and direction to less experienced technical staff on assigned activities, and reviews their technical work products for accuracy and completeness. Facilitates and coordinates regular meetings related to system development lifecycle activities including requirements, design, development, testing, and releases. Prepares change and release documentation for approval, coordinates deployment schedules and

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15%	outage windows with program and technical stakeholders, closely monitors support activities, and makes adjustments as necessary. Collaborates with extended technical team members, non-technical staff, program staff to define, document and maintain process, product and system documentation. Leads the development and implementation of the processes and standards for managing and sustaining proper maintenance and operations for ongoing support, and drives their adoption across the technical team. Reviews deliverables for technical accuracy and completeness and collaborates with the contractor to ensure effective knowledge transfer. Consults with management on complex issues and recommends solutions. Performs technical activities in support of system security and compliance, including applying patches and updates, remediating identified vulnerabilities, maintaining secure configuration baselines, and supporting access and credential management for application and environment components. Alerts management of potential risks and issues.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: <i>Choose an item.</i>
Other: <i>Click here to enter text.</i>	

Type of Environment:

☒ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:

Interaction with Customers:

- ☐ Required to work in the lobby ☐ Required to work at a public counter
☐ Required to assist customers on the phone ☐ Required to assist customers in person
☒ Other: N/A

5. SUPERVISION EXERCISED:

(List total per each classification of staff)

None

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature:

Date:

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Supervisor's Statement: <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:		Date:
7. HRSD USE ONLY		
Classification and Pay Unit (CPU) Approval		
☐ Duties meet class specification and allocation guidelines.	CPU Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	FNB	8/28/2026
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i> <i>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</i> List any Reasonable Accommodations made: 		

- Supervisor:** After signatures are obtained, make 2 copies:
- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
 - Provide a copy to the employee
 - File original in the supervisor's drop file