



Position Information

Employee Name:

Position Title:

Product Specialist

Program:

Policy Business Technology

Work Unit:

Classification:

Information Technology Specialist I

Report To:

IT Supervisor II

Collective Bargaining Identifier (CBID):

R01

Fair Labor Standards Act (FLSA) Status:

Not Covered, Exempt. Work Week Group E

Information Technology Domain(s):

Client Business Technology, IT Project Management, and System Engineering

Special Requirements

Conflict of Interest Designation: Not applicable.

Bilingual Position: Not applicable.

Rotational Assignment: Not applicable.

Program Information:

Policy Business Technology is a strategic office for Policy Operations and related departments that ensures State Fund meets its current and future technology needs.

Purpose/Scope:

Under the general direction of the IT Supervisor II (Product Portfolio Manager), the IT Specialist I (Product Specialist) is responsible to ensure Policy Technology Products are in place that support the overall strategy of the organization to become the carrier of choice. By focusing on specifically assigned products, the Product Specialist will work with Business Owners to ensure there are clearly defined product road maps in place, outlining the benefits for each desired product and the associated changes. Each road map will be rolled up into the overall PBT portfolio road map, helping to drive a coordinated approach to evolving our Policy Technology. The Product Specialist works independently to lead project teams towards successful product releases, identification of user pain points, insights into product performance, and overall organization for future technology changes or implementations. In addition, the Product Specialist is responsible to implement a high-touch support model for every phase of the software development life cycle (SDLC), with a focus on troubleshooting and providing professional guidance that leads to the success of assigned products. Using their skills, the Product Specialist will define scope with business partners, documenting a clear and accurate direction for project service groups to consume.

Essential and Marginal Functions:

In all aspects of performing the following functions the incumbent will:

- Comply with the Code of Conduct
- Maintain regular and predictable attendance and communication availability during working hours
- Establish and maintain effective working relationships and provide quality customer service in a timely manner.
- Follow State Fund's Equal Employment Opportunity principles
- Maintain a safe work environment
- Defend State Fund against fraudulent activities
- Maintain good customer relationships with internal and external business partners and stakeholders
- Properly maintain assigned equipment

This duty statement outlines the primary responsibilities and expected outcomes of the position. It is not intended to provide an exhaustive list of all job duties. Employees may be required to perform additional tasks as assigned, including work in other functional areas.

Description of Duties

40% Essential

- 1. Responsible for the management of assigned of portfolio of Policy Business Technology Products (software/ applications). Create, maintain, and execute product road maps and backlogs in coordination and collaboration with Business Owners. Learn the market and customers' product needs, to evolve and innovate product.**
 - a. Clarify business objectives.
 - b. Capture and research requests and ideas.
 - c. Select the best projects using defined differentiators that align with enterprise strategies/ goals and maximize resources.
 - d. Validating feasibility.
 - e. Own and prioritize product backlog. Create and maintain product road maps and backlogs in coordination and collaboration with Business Owners.
 - f. Work in conjunction with Business Owner(s) to identify new product needs and/or suggest product backlog as product changes.
 - g. Lead business teams in the identification and definition of clear problem statements, value statements as well as clear change scope and impact analysis for each product change.
 - h. Attend product change requirement elicitation sessions and identify, troubleshoot and resolve any issues and/or roadblocks
 - i. Create a readiness assessment for project start which identifies resource bandwidth and any constraints.
 - j. Create and/or maintain Product Status Reports such that real-time data may be retrieved upon demand.
 - k. Answer questions and coordinate decision making on products.
 - l. Contribute to procurement of products.
 - m. Coordinate with multiple Business Owners on complex projects.
 - n. Make recommendations on innovative solutions to evolve insurance products.
 - o. Research Technology trends and translate to product changes.
 - p. Analyze processes, workloads, operational services, and user feedback to identify problems and opportunities.

35% Essential

- 2. Initiate and oversee all of the phases of the project management and system development life cycles to ensure efficient and effective delivery of a unique IT product, service, or system. Apply industry standards,**

principles, methods, and techniques to manage a project through all phases of the Project Management and System Development Life Cycles (SDLC). Responsible for product release management.

- a. Ensure that a project only includes the work required to successfully deliver the intended product, service or result with the specified features and functions, including changes to the project scope.
- b. Understand, facilitate and communicate changes to processes to deliver desired value and goals of the business.
- c. Use industry standard methodologies to perform process analysis and to achieve project objectives.
- d. Support User Acceptance Testing via weekly status meetings to document progress of test script creation and execution as well as troubleshoot any issues and/or roadblocks and report weekly results.
- e. Work in coordination with Change Management for all product changes scheduled to release.
- f. Report on status for each assigned product which includes but is not limited to successes, issues and future changes.
- g. Conduct monthly release management checkpoints with product business teams to ensure business activities (User Acceptance Testing, Defects, Change-Management, etc.) are planned and executed.
- h. Serve as a liaison between product and development.
- i. Collaborate with EPMO-Project Services and IT to support and evolve SDLC.
- j. Produce technical documentation that helps people understand and use a product or service.

15% Essential

3. Manage/ monitor the assigned Product Portfolio. Conduct systematic weekly Product reviews of planned initiatives, projects and on-going software data analysis.

- a. Perform product data analysis to support change justifications and customer survey data to use as the basis for potential future product changes.
- b. Conduct statistical analysis and other tools to make sense of the data and identify patterns.
- c. Using strong organizational skills, support multiple product changes simultaneously and recognize circumstances which additional assistance is needed to support successful outcomes.
- d. Contribute to the implementation and maintenance of product change prioritization.
- e. Ensure that product changes are being tracked through their various phases and weekly updates to areas assigned are made.

10% Marginal

4. Develop and/or maintain an in-depth understanding of the Policy domain product strategy and Customer/Digital Experience strategy and goals to ensure the assigned Product Portfolio is compliant. Establish and maintain effective working relationships with the Enterprise Project Management Office (Business Analysts, Project Manager, CX), Digital Experience, Vendors as well as IT Development and Quality Assurance staff.

100%

Required Knowledge Areas:

- Working knowledge of State Fund standard software applications.
- Proficient knowledge of State Fund auditing policies and procedures, and State Fund audit software.
- Proficient knowledge of State Fund Underwriting and Billing & Collections policies, and procedures.
- Proficient knowledge of workers' compensation insurance rules and regulations.
- Proficient knowledge of Software Development Life Cycle (SDLC) methodologies.

Required Skills and Abilities:

- Ability to research, analyze, and evaluate information to make and support decisions.
- Ability to achieve results according to objectives.
- Ability to manage multiple projects and tasks.
- Ability to develop, provide, and monitor training.
- Ability to influence others and negotiate agreements and consensus among project partners, work peers, and other stakeholders.
- Ability to use statistical analysis and other tools to make sense of the data and identify patterns.

Work Environment:

Physical Requirements:

- Incumbent works in the usual office environment.
- Computer data entry, frequent positioning of self to move and transport light objects, and telephone work; mobility to various working areas.

Travel:

- Travel to various work sites and locations for training and/or meetings.
- Travel may occasionally be from overnight to five days in duration.
- Travel may be required.

Emergency call backs:

- Not applicable.

Work Hours:

- Standard core business hours.

Supervisor's Statement: I have discussed the duties of the position with the employee

Supervisor Name (Print):

Supervisor Signature:

Date:

Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy

Employee Name (Print):

Employee Signature:

Date: