

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel

Section

	RPA #	C&P Analyst Approval	Date	
Employee Name	Division Technology Services Division			
Position No / Agency-Unit-Class-Serial 461-102-1402-002	Unit IT Business Management Section/Business Analytics Unit			
Class Title Information Technology Specialist I Working Title: Senior Business Analyst	Location			
Subject to Conflict of Interest ☒ Yes ☐ No	CBID R01	Work Week Group: E	Pay Differential	Other
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions Under direction of the IT Project Management Office (PMO) Information Technology Supervisor II, the Information Technology Specialist I works in the PMO and Business Analytics Unit (BAU) and provides complex information technology (IT) business analysis and project management functions to ensure effective management of IT projects as well as compliance with key policies such as the Health Insurance Portability and Accountability Act (HIPAA) and state information security policies. The primary duties of the IT Specialist I lie within the Business Technology Management and IT Project Management domains of the IT Specialist I classification. This includes Business Technology Management elements such as IT policy and program development, IT portfolio management, IT procurement, process reengineering, business analysis, research and development, strategic planning, products and/or delivery strategies. IT Project Management elements such as the management or oversight of all phases of the project management and system development life cycles to ensure efficient and effective delivery of a unique information technology product, service, or system.				
% 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; percentage must total 100%. (Use additional sheet if necessary.)			
45%	Performs complex business analysis for IT projects. This includes identifying business requirements, fiscal analysis, and report-writing (for example CA-PMF documentation writing S1BA, S2AA, S3SD, S4PRA, and use cases or equivalent). Performs business analysis that includes working collaboratively with the customers throughout the project concept and initiation stages of project management life cycle, setting the groundwork for open communication and emphasis on meeting desired project goals. Serves as the advanced technical specialist performing complex analytical studies and			

	activities on complex systems. Leads efforts to develop business cases in support of new projects and works with business and technical staff to gather and document functional and system specifications to identify potential process and technology changes or opportunities to enhance or better utilize existing functionality of complex technology systems.
30%	Acts as a project manager on small or medium projects or as assistant project manager on larger projects. Ensures that PMO projects are in compliance with HIPAA and Information Security Policies. Responsible for planning, coordinating, directing, and managing the development and implementation of the solution including budgets, cost tracking, schedules, resources, process flow diagrams, use cases, and timelines through all phases of the project. Follows the state project management methodology and systems development life cycle methodologies and is responsible for the related project artifacts. Responsible for monitoring and controlling projects and providing regular project status reports. Develops and effectively manages a risk management plan, including risk identification, assessments, risk responses and related strategies, monitoring, communication and escalation. Actively identifies and resolves project issues. Works collaboratively with outside vendors, analysts, level of care staff, hospital general services, plant operations, and staff from other business areas throughout the project. Responsible for involving the customer from the beginning and setting the stage for regular, open communication. Will employ high quality customer service to ensure a successful project outcome.
15%	Provides oversight for specified project processes and products. Ensures statewide project and portfolio management policies are being adhered to. Works collaboratively with other project leaders to identify and plan for dependencies among portfolio projects. Ensures project documentation is up to date in the project and portfolio management system. Provides management reports as needed. Supports the continuous improvement of the PMO project management methodology, templates, and related processes. Manages content for the PMO intranet site.
10%	Performs other Information Technology Specialist I job-related work as requested by management.
Working Conditions	A hybrid Telework schedule, consistent with the State of California's in-office requirement, may be considered with prior approval from management. The incumbent may also be required to travel throughout California as needed, with prior notice. Independence of action and the ability to manage time and multiple priorities is required. Use of technology, including but not limited to Microsoft Office, Microsoft Teams, WebEx, Zoom, and other virtual platforms is required. Incumbent may be required to sit for long periods of time using a keyboard and video display terminal or when traveling to other locations; travel may be required to DSH facilities.

Other Information	Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers. Incumbent must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The incumbent must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and control agencies and other departments. TSD plays a significant role in ensuring continuity and quality of DSH's and its hospitals and psychiatric programs delivery of services and patient care through the delivery of highly effective IT service delivery systems. Consequence of error may result in minor to major IT service unavailability or ineffectiveness, causing direct impacts to the delivery of care to DSH patients. A required function of this position is to consistently provide exceptional customer service to internal and external customers. <u>Statement of Economic Interests / Form 700 Requirements:</u> The Political Reform Act requires employees who serve in this position to file a Statement of Economic Interest (Form 700) as designated in the department's conflict-of-interest code. Your Form 700 is due within 30 days of assuming office/position, annually, and within 30 days of leaving office/position. The annual Form 700 due date is determined by the Fair Political Practices Commission and is generally due on or about April 1 of each year. The statements must be submitted to the Sacramento Filing Officer. These statements are public access documents. You will receive reminders from the Sacramento Filing Officer regarding completion of the statements; however, it is your responsibility to ensure you are compliant with all regulations and requirements. For additional information regarding the Statement of Economic Interests or regulations, please contact the Sacramento Filing Officer. <u>Ethics Training and Compliance:</u> Pursuant to Assembly Bill 3022 and Government Code 11146.4, employees required to file a Form 700 Statement of Economic Interests must complete an Ethics orientation training course within six months of assuming a Form 700 designated position, and every two (2) years thereafter, by December 31 of each even numbered year. The Ethics training governs the official conduct of state officials. You will receive reminders from the Sacramento Filing Officer regarding completion and documentation of the training; however, it is your
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responsibility to ensure you are compliant with the required training. Your Ethics training record and certificates of completion are public access documents. For additional information regarding the Ethics training and regulations regarding this requirement, please contact the Sacramento Filing Officer.

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 Office of Human Rights).

Employee's Signature

Date

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

Supervisor's Signature

Date