

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 461-102-1401-902	Unit IT Business Management Section/Project Management Office and Business Analytics Unit			
Class Title Information Technology Associate Working title: IT Project Coordinator	Location DSH-Sacramento			
Subject to Conflict of Interest ☒ Yes ☐ No	CBID R01	Work Week Group: 2	Pay Differential	Other
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions Under the general supervision of the Technology Services Division (TSD) Information Technology Business Management Section, Project Management Office/Business Analytics Director, Information Technology Manager I, the Information Technology Associate (IT Associate) works to provide a wide variety of tasks requiring regular innovative problem solving within broadly stated and non-specific guidelines. The scope typically includes multiple program areas, and involves planning, developing, and implementing technological solutions that are essential to the missions of the overall organization, or affecting large numbers of people on a long-term or continuous basis in the Business Technology Management domain. The primary duties of the IT Associate lie within the Business Technology Management domain of the IT Associate classification. This includes elements such as: IT policy and program development, IT portfolio management, IT procurement, process reengineering, business analysis, research and development, strategic planning, product and/or delivery strategy.				
% 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%.			
30%	IT Intake, Governance, Project Support and Analysis • Conduct business and technical analysis on IT initiative intake for technology solutions. • Prepare intake documentation appropriately and monitor the intake through the lifecycle of an effort. • Work with technical teams to research appropriate solutions for an intake effort. • Analyze, develop and document business processes utilizing industry best practices and standard methodologies including the Department of Technology's California Project Management Framework (CA-PMF), the Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK), and industry best practices.			

	• Implement policies, procedures, guidelines, and standards to ensure compliance with State and departmental rules and regulations utilizing various defined technology governance processes. • Coordinate project activities with other personnel or departments. • Schedule and facilitate meetings related to IT projects. • Manage and perform IT procurement and purchasing activities. • Perform other IT project planning activities as needed and directed by management (e.g., analyze policy issues, prepare issue papers, provide guidance to departmental staff, and develop work plans).
25%	Project Support and Data Reporting • Perform gap and system analysis, as well as requirements management and communication. • Collect, consolidate and analyze project status reports, support portfolio and project level road mapping, including timeline development, milestone tracking, and dependency identification. • Use of analytic tools to create, maintain and automate reports and dashboards to provide information on the department's project related data to consumers. • Document the recommendations of research and analysis of possible solutions. • Update technology, solution, project standards and procedures into DSH systems of record.
20%	Act as a liaison between departmental end-users, technical analysts, information technology analysts, consultants and other governmental organizations in the analysis, design, configuration, testing and maintenance of DSH systems to ensure optimal operational performance. • Document business process flows, develop and maintain Use Cases, develop and execute application test plans, scenarios, and scripts. • Develop user manuals, provide user training and prepare and facilitate presentations. • Maintain and organize document libraries, ensuring business and project artifacts are accessible, accurate and up to date.
20%	Research, Communication and Business Development • Plan, coordinate and develop ideas and ideation approaches to improve IT innovation culture across TSD. • Provide communication on changes to business processes and procedures to TSD and DSH. • Conduct research and analysis of new client technologies. • Analyze data to identify trends or relationships among variables. • Manage, maintain and organize SharePoint and intranet sites including structure, content updates with latest portfolio reports, process and procedural information.

	Keep current with changes in industry practices, technology trends, and emerging technology trends by reviewing current literature, talking with colleagues, participating in educational programs, attending meetings or workshops.
5%	Perform other Information Technology Associate job-related work as requested by management in support of the business functions of the Unit.
Working Conditions	This position reports to the Allenby Building in Sacramento. 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. Incumbent may be required to sit for long periods of time using a keyboard and video display terminal or when traveling to other locations; frequent travel may be required to DSH facilities. 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.

Statement of Economic Interests / Form 700 Requirements:

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.

Ethics Training and Compliance:

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 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
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