STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

717-1402-018

Division: Information Systems Division	**Classification Title**: 1402 Information Technology Specialist I
Branch: Enterprise Applications Branch	**Working Title**: Information Technology Specialist I
Unit: Enterprise Applications Branch	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 717-1402-018	**CBID/Bargaining Unit**: R01
Conflict of Interest Classification: Yes This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.	
Medical Evaluation: No	**Bilingual Language**: Unknown
Sensitive Position: No	**DMV Employee Pull Notice**: No
Fingerprint/Live Scan: Yes	**Professional License**: No
Work Week Group: E	**Date Approved**: 03/05/2025

Direction Statement and General Description of Duties: Under direction of the CEA, the IT Specialist I (ITS I) advocates on behalf of OMV and performs duties related to IT Project Management, Business Technology Management, including, but not limited to Communication Management, Quality Management, Organizational Change Management, Procurement, Business Analysis, and Integration Management. The position is responsible to serve as the customer administrator for the California Department of Technology (CDT) ServiceNow Case Management System and CDT Data Center projects and ensures OMV work is completed on schedule according to per departmental standards.

Percentage and Essential/Marginal Functions:

45%	**Project Coordination (E)** Leads the coordination and implementation of all current and upcoming efforts and projects, tracks all progress, obtains status updates and disseminates or escalates issues to ensure successful project completion. Identifies and analyzes issues until resolved, including creating and submitting change requests, recommending solutions, and communicate information to project stakeholders and team members. Facilitates and leads DMV/CDT technical team functional area meetings for projects and efforts specific to applications and infrastructure hosted at the CDT Data Center. Evaluates compliance laws, rules, and regulations to document and assess DMV applications and infrastructure for potential violations or risks. Leads and develops the documentation of business processes or operational activities for upgrades at the CDT Data Center. Monitors, coordinates and validates the single point-of-contact identified in the script to ensure pre and post upgrade and installation tasks performed. Acts as lead and Subject Matter Expert (SME) during DMV and CDT Data Center collaboration meetings, activities, and information exchange for maintenance, upgrades, new services, and decommission activities.
20%	**Procurement Facilitation (E)** Reviews and processes requests for purchase or renewal of software to the CDT-contracted vendors to ensure contract agreements and service deliverables are met. Develops and maintains a comprehensive database of all purchases and coordinates approvals of DMV management to ensure contracts and project deadlines are within budget. Follows-up with management and ensures compliance with purchasing approval procedures. Creates CDT service requests for approved purchases and/or software renewals, documents renewals and requests renewal information from the CDT Data Center.
5%	**Miscellaneous (M)** Performs other job-related duties as required.
30%	**Communication Management (E)** Serves as the customer administrator for CDT's instance of ServiceNow. Leads and develops all activities pertaining to the ServiceNow Management System to consult with and update Executive Management and CDT regarding any issues or risks. Coordinates and consults with users, administrators, and engineers to identify business and technical requirements for proposed system modifications or technology requirements. Makes recommendations for improvements to CDT's ServiceNow that will benefit DMV's workflow including updates to available templates and gaps in template workflows.

	Documents and escalates all issues pertaining to ServiceNow and analyzes data to identify patterns and trends within the system to recommend solutions. Gathers, maintains and assesses provided documentation in a comprehensive repository for applications and infrastructure with the CDT Data Center technical units for all enterprise mainframe applications, hosted services, and proposed new solutions. Acts as a point of contact for other CDT efforts as required.

Supervision Received: The Information Technology Specialist I, reports directly to and receives the majority of assignments from the CEA This position is subject to a minimum of continuous direct supervision.

Supervision Exercised and Staff Numbers: The Information Technology Specialist I, has no direct supervisory responsibilities.

Physical Requirements: Telework from home.

Special Requirements: Ability to exercise a high degree of initiative, independence of action and originality, and must demonstrate tact and good independent judgment.
Ability to communicate effectively in order to develop and maintain effective and cooperative working relationships.
Strong written and verbal skills to communicate issues and concerns.
Ability to adapt to changing priorities and maintain consistent, predictable attendance in the performance of these specific functions.

Personal Contacts: : Will interact with internal and external customers including vendors by phone, email, and in person as needed. Interaction may be general, confidential, sensitive, technical, or informative.

EMPLOYEE ACKNOWLEDGMENT

I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

MANAGER/SUPERVISOR ACKNOWLEDGMENT

I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE

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Direction Statement and General Description of Duties:	
Percentage and Essential/Marginal Functions:	
%	

Supervision Received:

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Supervision Exercised and Staff Numbers:
Physical Requirements:
Special Requirements:
Personal Contacts:

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