State of California
Department of
Industrial Relations

DUTY STATEMENT

☐ **CURRENT**

☒ **PROPOSED**

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Information Technology Specialist I	Business Analyst

PROGRAM NAME	UNIT NAME
Office of Information Services	PMO

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
2180 Harvard Street Suite 160, Sacramento, Ca 95815	400 – 175-1402-xxx

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
R01	E	No	Yes	No

General Statement

Under direction of the Information Technology Manager I of the Project Management Office (PMO) in the Office of Information Services (OIS), the incumbent performs the full range of Business Analyst (BA) activities for complex IT systems following guidelines established by California's Statewide Information Management Manual (SIMM), State Administrative Manual (SAM), System Development Life Cycles (SDLC), and the Business Analyst Body of Knowledge (BABOK).

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties **Essential Job Functions**
40%	REQUIREMENTS ANALYSIS/DEVELOPMENT: Elicit business requirements for complex IT projects from Subject Matter Experts (SME) and document them using Microsoft Excel, Word, Project, and other applications such as Atlassian JIRA and Confluence or MIRO , as needed. Document "as-is" and "to-be" business processes to capture the existing and future business processes for assigned projects using Microsoft Word and Excel. Consulting with SMEs, developing epics, themes, and user stories to collect requirements for system development. Provide business requirement gap analysis and traceability for each project. Analyze and identify opportunities to streamline business processes to ensure efficiency. Analyze and identify issues regarding data quality/integrity and then conduct analyses and research alternatives for potential innovative business solutions for issues identified. Confirm whether alternatives are logical, practical and fiscally sound. Create, update and maintain project documentation, such as tracking logs, specialized reports, and registries, as needed throughout the duration of the project. Ensure business artifacts such as define the scope and objectives of the project, develop a project plan, allocate resources, monitor progress, communicate effectively, and manage risks are completed within the project timeline to ensure that project tasks are completed on time.

25%	TEAM COLLABORATION: Work closely with the project team through meetings and email communication to ensure project tasks and milestones are met. Facilitate regular working sessions with project stakeholders to outline business problems, project goals, objectives, and gather requirements (Business Requirements, Technical Requirements, Functional, Non-Functional, etc.), as needed throughout the duration of the project. Conduct walkthroughs of business requirements with business and technical teams to ensure the requirements are accurate and complete. Validate that system designs and technical proposals meet business requirements. In conjunction with the business team, coordinate training activities for internal and external users to bring the users capabilities up to the new environment. Work with the business team to document system enhancements or change requests. Work with the Information Security Office to ensure requirements meet security and privacy policies and standards. Work closely with the Project Management Office (PMO) to provide project tasks and goal statuses and identify project risks or issues. Collaborate with the project team to develop documents that adhere to the California Department of Technology's (CDT) Project Approval Lifecycle (PAL) and Stage Gate deliverables to get a project approved to begin, delegated back to the Department from CDT, cleared when a significant change happens (SPR), and approved complete (PIER) 12 to 18 months after the project is finished. Create, update, and maintain PAL deliverables such as: Stage 1 Business Analysis (S1BA), Stage 2 Alternatives Analysis (S2AA), Stage 3 Solution Development (S3SD), Stage 4 Project Readiness and Approval (S4PRA), agency Secretary Action Requests (SAR), Project Delegation Request (PDR), Special Project Reports (SPR), and Post Implementation Evaluation Reports (PIER).
20%	TESTING: Develop test plans with User Acceptance Testing (UAT) Team to ensure all requirements of the project are fully tested. Create and review test scenarios with the business team to ensure the newly developed system meets requirements. Work with technical team to ensure testing environment and data are ready for testing. Prepare change requests where necessary. Log UAT defects and monitor activities through resolution. Produce UAT progress reports. Prepare UAT sign-off documentation. Manage testing phase to ensure it is completed within the project timeline. Work with business team to establish Smoke Test plan on implementation day. Identify ways to enhance the quality of IT products and services, analyze data to inform business decisions, and research technological solutions for business needs.
10%	PROCUREMENT: Assist in the development and review of procurement instruments including Scope of Work (SOW), Request for Offer (RFO), Request for Proposal (RFP), Software Licensing Program (SLP) documentation, and other procurement or contracting mechanisms. Assist in market research for Commercial Off The Shelf (COTS) systems, qualified IT service providers, and products necessary to meet project requirements.

Percentage of Time Spent	Marginal Job Functions
5%	Perform other duties including occasional travel to Chief Information Ofiicer Training center, attend training, and participate in meetings.

Conduct, Attendance, and Performance Expectations

This position requires the incumbent to maintain acceptable, consistent, and regular attendance at a level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs. Maintain effective communication (orally and in writing) when dealing with the public and other employees. Develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment. Complete assignments in a timely and efficient manner and adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Supervision Received

The Information Technology Specialist I reports directly to and receives the majority of assignments from the Information Technology Manager I (PMO Manager). However, direction and assignments may also come from PMO supervisor, IT Manager II or Senior OIS Management, depending on the scope and complexity of the work performed.

Supervision Exercised

None

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The incumbent will work in a temperature-controlled office environment with an assigned cubicle. Access to the department suite will require a special badge. We offer a hybrid work schedule in accordance with DIR's telework policy.

Special Requirements/Other Information

N/A

Physical Abilities

The position requires the ability to be in a stationary position for long periods of time at a computer and to move or transport office items in a safe manner. The use of standard office equipment may be required.

Additional Requirements/Expectations

Exceptional interpersonal skills.
Excellent problem-solving skills.
Analytical mindset.
Excellent written verbal and communication skills.
Attention to detail.

Personal Contacts

The incumbent will need to interact with the IT Supervisors, IT Managers, other IT Business Analysts, subject matter experts in DIR programs, and external stakeholders and vendors.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name	Employee Signature	Employee Sign Date

Supervisor Acknowledgment

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

Supervisor Name	Supervisor Signature	Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

DH	10/28/2026
C&S Analyst Initials	Approval Date