Office of Technology & Solutions Integration
CALIFORNIA HEALTH & HUMAN SERVICES AGENCY

☒ Current
☐ Proposed

DUTY STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Associate (ITA)	Working Title Operations Support Associate
Employee Name Click here to enter text.	Position Number 791-743-1401-001
Project/Division Name Electronic Benefit Transfer Project / Benefit and Enrollment Technology Support Division	Supervisor's Name Angelica Nunes
Unit Operations	Supervisor's Classification Information Technology Supervisor (ITS) II
Physical Work Location 2870 Gateway Oaks, Suite 200, Sacramento, CA	Duties Based on: ☒ Full Time ☐ Part Time - Fraction Click here to enter text.
Effective Date TBD	

2. REQUIREMENTS OF POSITION

Check all that apply:

☒ Conflict of Interest Filing (Form 700) Required
☐ Requires Fingerprinting & Background Check
☐ May be Required to Work in Multiple Locations
☐ Other *(specify below in Description)*

Description of Position Requirements *(e.g., the position may move from project to project upon business need, managing staff at an alternate location, graveyard/swing shift, frequent travel, etc.)*:

N/A

3. DUTIES AND RESPONSIBILITIES OF POSITION

☒ IT position ☐ Not an IT position

If this is an IT position, select the IT domains this position supports:

☒ Business Technology Management
☐ Information Technology Project Management
☒ Client Services
☐ Software Engineering
☐ Information Security Engineering
☐ System Engineering

Job Summary (Briefly summarize the position's role and responsibilities as it relates to the Project/Division):

Under the general supervision of the ITS II, the ITA performs a variety of information technology work independently and/or as part of a team in support of the ongoing operations of the CA EBT Project, and tasks related to the backup technical support of the Statewide Automated Reconciliation System (SARS).

Percentage of Duties	Essential Functions –
35%	Perform the more complex technical support functions to support the EBT Operations unit (including external County Operations and Consortia needs), SARS, and state and consultant staff. Duties include but are not limited to participating as a team member to ensure the CA EBT System is supported during ongoing operations by performing system analysis, utilizing EBT system related applications, participating in system changes, and testing activities. Compile and/or generate CA EBT System data to resolve problems, relay information, release updates, and relate EBT cardholders and retailers' concerns to meet their needs with EBT technology Work with advanced technical skills to prepare matrixes of files and/or reports of the EBT system and SARS. Ensure the reconciliation system is operational, maintained, and continuously meets the daily, county, and statewide reconciliation needs; and evaluate system change requests. Participate in the review and daily monitoring of over 500 benefit file transmissions and end-of-day and monthly report file receipts; and ensure these files are correctly posted into SARS. Review system and application error logs through

25%	deficiencies reported in the prime contractor's Ticket Management System to resolve the deficiency in a timely manner. Identify, log, and track deficiencies through resolution. Regularly attend the daily EBT Operations/SARS deficiency call with the prime contractor and technical status meetings to discuss EBT Operations and/or SARS-related issues and advise or recommend technical solutions. As a team member, train departmental staff in various aspects of the CA EBT system and SARS. Assist with the tracking of both the EBT Operations and SARS Help Desk calls and/or mailbox inquiries and respond to complex technical issues. Assist with or participate in evening and weekend calls and file transmission verification [as needed]). Assist with new processes and procedures related to EBT Operations and SARS activities. Participate as a Deliverable Reviewer in the Deliverable review and approval process to provide comments for technical prime contract/nonprime contractor deliverables. Attend deliverable discussions, and scheduled Deliverable Consensus, Deliverable Contractor, and Deliverable Status Report meetings. Utilize project tools to report Deliverable review status, retrieve documentation, and deliver Deliverable review outcomes to the Deliverable Owner. Participation as needed to ensure a final recommendation is made to the Deliverable Approver.
20%	Provide Change Management support by working with the EBT Contract Manager to identify end user change requests. Participate as a team member, to review EBT system change request. Maintain the project's SARS change request log to monitor resolutions related to SARS. Participating as an EBT Operations and SARS subject matter expert by providing technical input in the review of the project's Change Management Plan. Perform impact analysis of Change Requests; and participate in the testing and implementation of the agreed upon change requests into the EBT system and SARS test and production environments. Work with the EBT Test Manager to test EBT System changes in the test environment (including User Acceptance Testing). Attend internal review meeting for Change Management concerns and quarterly EBT Change Control Board meetings.
10%	Work closely with the EBT Project Management Specialist to research the SARS EBT System Reports to validate CA Retailers' enrollment in the Food and Nutrition Service, Supplemental Nutrition Assistance Program. Research, analyze, and interpret complex data to recommend the deactivation of the EBT prime contractor's Automated Teller Machines and Point of Sale devices at inappropriate Retailer locations. Assist with the gathering of data and analyzing information to accurately report the annual federal Interoperability terms and conditions and ensure the required procedures are completed to support federal interoperability requirements and the interoperability services between the State and the EBT prime contractor related to the switching and settlement of interstate food benefit transactions.
5%	As a team member, participate in the scheduling of SARS User training to state and county staff. Create, update, maintain, and disseminate training materials and user manuals for training attendees and state staff. Advise SARS management on training issues and risks related to the SARS application. Create ad hoc reports for briefings and presentations for external resources or senior EBT management on SARS related data. Assist with the maintenance and updating of the SARS EBT contact groups and distribution lists.
Percentage of Duties	Marginal Functions
5%	Perform other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

Standing:	Occasional (13-25%)	Sitting:	Frequent (51-75%)
Walking:	Occasional (13-25%)	Temperature:	Temperature Controlled Office Environment
Lighting:	Artificial Lighting	Pushing/Pulling:	1-25% of the time
Lifting:	1-25% of the time	Bending/Stooping:	1-25%

Other: *Click here to enter text.*

Type of Environment: a. Cubicle b. N/A

Interaction with Public: a. Required to assist customers on the phone and in person. b. Select c. Select.

5. SUPERVISION

This position is required to Manage and/or Supervise employees:

N/A

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of this Duty Statement and can perform the duties outlined above.

Employee's Name (Print)

Employee's Signature | Date

Manager/Supervisor's Statement:

I have reviewed the duties and responsibilities of this position with the employee and will provide them with a signed copy of this Duty Statement.

Manager/Supervisor's Name (Print)

Manager/Supervisor's Signature | Date

7. HRD USE ONLY

Human Resources Division Approval

☐ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, 625 on file.	HR Analyst initials	Date approved

** **AFTER SIGNATURES ARE OBTAINED:**

- **SEND THE ORIGINAL DUTY STATEMENT TO HRD TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)**
- **PROVIDE A COPY TO THE EMPLOYEE**
- **FILE A COPY IN THE SUPERVISOR'S DROP FILE**

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Unit SARS	Supervisor's Classification Information Technology Supervisor (ITS) II
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☐ Software Engineering
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☐ System Engineering

Job Summary (Briefly summarize the position's role and responsibilities as it relates to the Project/Division):

Under the general supervision of the ITS II, the ITA supports the day-to-day activities of testing the SARS and California EBT system, performs SARS Help Desk support, and provides backup technical support to EBT Operations.

Percentage of Duties	Essential Functions –
30%	Participate in system testing for both SARS and the California EBT system. Assist with validation testing of new features and enhancements in SARS. Monitor test results and participate in the verification of test results to ensure the SARS solution meets the requirements and technical specifications defined in SARS technical documentation. Participate in the quarterly system build validation testing for the California EBT system. Work in the test environment as a participant to prepare interface readiness. Provide oral and/or written reports to the SARS/Test Manager. Participate in new and special project design and implementation into SARS. Assist in the development of a SARS tool for enhanced fraud reporting. Participate in testing activities against test plans and schedules.
20%	Independently track and respond to SARS Help Desk calls regarding complex technical issues and inquiries. Participate in the daily unit activities to support the SARS application. Monitor receipt of daily benefit file transmissions (over 400 data files are transmitted daily to the SARS application). Monitor receipt of daily and monthly report files from the California EBT system to SARS. Monitor SARS file postings. Perform various analytical assignments to support the SARS environment throughout all project phases.

	Analyze information and situations to accurately resolve complex issues. Respond to after-hour calls and perform weekend file transmission verification, when needed.
20%	Independently provide support to EBT Operations. Respond to County Help Desk calls related to the EBT system or service interruptions. Research and respond to e-mail inquiries/questions received from the general public via the EBT Project's public mailbox. Conduct research related to complex EBT redemption and reconciliation transactions. Work closely with EBT Operations staff to process Daily Deficiency reports and participate in deficiency management discussions. Prepare time-sensitive System Notifications and Information Updates for release to the counties, consortia, and state executives. Maintain the SARS distribution lists and SARS county administrator contact data for SARS/Operations usage. Participate in the weekly state/EBT Prime Contractor status meetings.
10%	Author, edit, maintain, and/or track updates to SARS system documentation and the SARS Continuation of Business Plan. Utilize SARS data to assist with ad hoc data queries and customized reporting (such as customized reports used in criminal investigations and court hearings).
10%	Provide Change Management support. This includes maintenance of the SARS Incident Log, along with the identification and tracking of system enhancements and bug fixes. Support WEB application program code changes (using JAVA and other software tools), as SARS is a web-based application.
5%	As the SARS trainer, utilize conference calling and Adobe Connect for the SARS quarterly web-based and in-person training of county staff and fraud investigators. Prepare training material and/or packets for stakeholders. Set-up training environment (including hardware, software, and network connectivity).
Percentage of Duties	Marginal Functions
5%	Perform other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

Standing:	Occasional (13-25%)	Sitting:	Frequent (51-75%)
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