DUTY STATEMENT
OFFICE OF LEGISLATIVE COUNSEL
LEGISLATIVE DATA CENTER
LEGISLATIVE TECHNOLOGY BRANCH
CYBERSECURITY, NETWORK AND ENVIRONMENTAL DIVISION
WEB SERVICES

JOB TITLE: Information Technology Specialist I
Project Manager

POSITION NUMBER: 156-1402-154

EFFECTIVE DATE: Month Day, 2024

ORGANIZATION SETTING AND MAJOR FUNCTIONS

Under the direction of the Web Services Information Technology Manager I, the incumbent acts as a project leader and fully developed business analyst on projects that support complex applications of a critical nature to legislative customers. The incumbent acts as a project leader and/or team member responsible for analysis, design approval and testing of highly complex projects designed to improve the productivity and performance of existing and new information system processes. The incumbent performs as a customer service advocate performing a broad range of support and assistance tasks, complex business analyses, training and testing to ensure functionality and performance of complex business applications. The incumbent mentors unit staff and leads a team of IT specialists in support of all data processing services provided by the Cybersecurity, Network and Environmental Division. The incumbent is required to identify new issues and problems, assessing the impact on the business processes required by legislative customers and report to appropriate staff of the Legislative Data Center. The incumbent provides oversight to ensure that problems are resolved in a timely manner and serves on support teams for the development and implementation of new data processing systems. The incumbent manages projects with significant risk where the consequence of failure could have a high impact on the business success of the Legislative Data Center.

Essential Functions:

50% Web Applications Project Manager

Leads multiple moderate to highly complex projects, using project management tools and techniques to define tasks, estimate the project scope and timelines, assign resources, coordinate project activities, monitor progress, review products and deliverables, prepare and conduct presentations, and report status as required by LDC management.

- Communicates customer requirements and provides a high level of knowledge of a variety of web products and applications
- Performs project planning and strategy
- Manages project scope with deference to legislative deadlines
- Leads and coordinates teams of developers, business analysts and support specialists
- Is responsible for project execution and delivery
- Facilitates effective communication and reporting to stakeholders

- Ensures projects are compliant and maintains documentation
- Establishes clear quality standards for the project deliverables

30% Business Analyst

Analyzes customer business requirements and information needs to facilitate the development of highly complex information technology solutions to automate legislative business processes, using system analysis methods and techniques.

- Defines business application acceptance criteria to document guidelines for testing and quality control of applications and systems software using complex testing and quality assurance methods and techniques
- Develops and maintains roadmap for web applications
- Provides training and assistance to legislative staff and prepares documentation to support specialized work processes, acting as a liaison between member offices and application programmers to assist with development of enhancements to existing system functionality.
- Reports service usage and is responsible for capacity management
- Organizes ongoing maintenance and updates as needed

20% Continuity and Problem Management

Facilitates the resolution of project issues to ensure the progress and accurate completion of project tasks using project management tools, business analysis and problem resolution techniques. Facilitates the resolution of complex customer problems and issues to ensure the capability of the customers to perform legislative work assignments. Facilitates problem and major incident management. Performs administrative and other duties as assigned.

Core Competencies:

Customer Service Orientation: Maintains courteous, effective professional working relationships with all those contacted during the work; readily adjusts priorities in response to changing legislative customers' needs; effectively balances the interests of a variety of customers.

Teamwork: Facilitates and maintains cooperative working relationships; works toward accomplishment of team goals; values and encourages input and expertise of others; fosters commitment, team spirit, pride and trust.

Analytical Skills: Approaches problems using a logical, systemic approach. Ability to effectively prioritize tasks. Ability to troubleshoot to identify and resolve technical issues.

Problem Solving and Decision-Making: Identifies problems and uses logical analysis to find information, identify root causes and to evaluate and recommend the best course of action for problem resolution.

Work Standards: Ensures that work products are complete and accurate. Ensures that work assignment deliverables and due dates are met.

Planning and Organization Oriented: Proactively and effectively organizes work to meet organizational goals and objectives while ensuring work produced meets high-quality standards.

Professional Attributes:

Demonstrates a consistent team orientation, ensures quality of service and uses resources effectively in meeting and exceeding project expectations.

Working Conditions:

Performance of these duties requires the use of computers and mobile devices such as tablets and mobile phones. Cubicle workspace area or shared office space in a temperature-controlled building where there may be extended periods of sitting. Some travel between offices located in the downtown Sacramento area that will require walking within several blocks. The incumbent is responsible for working overtime to meet project deadlines and to adhere to professional business attire due to customer contact.

Working Remotely:

Internet connection that is adequate for the job, a quiet and distraction-free working space, and dedication and full attention to the job duties during working hours. Adhere to break and attendance schedules agreed upon with manager.

This position may be eligible for some telework opportunities with in-person attendance required based on operational needs.

Working Hours:

The typical work day is 8:00 a.m. to 5:00 p.m. However, work hours may involve working extended hours, evenings, weekends and on-call hours as needed based on business needs.

I have discussed with my supervisor the duties of the position and have received a copy of the duty statement. I certify that I am able to perform the duties of this position with or without reasonable accommodation.

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Employee's Signature Date