DUTY STATEMENT

Department of Finance
Human Resources Office

The Department of Finance's mission is to serve as the Governor's chief fiscal policy advisor and to promote long-term fiscal sustainability and responsible resource allocation.

NAME		**EFFECTIVE DATE**	
UNIT	Information Services	**POSITION NUMBER**	300-911-1414-XXX
CLASSIFICATION	Information Technology Specialist II		

SCOPE

Under general direction, incumbents demonstrate a depth of leadership and expertise in one or more domains. Incumbents perform a wide variety of tasks requiring innovative problem-solving where guidance is not readily available. Incumbents optimize and apply architecture solutions for the benefit of the overall organization and play a major role in advising management or formulating information technology strategy and policy within the organization. Incumbents typically work in the Software Engineering, Information Security Engineering, Information Technology Project Management, or System Engineering domains.

Incumbents may: develop and ensure security solutions and technical artifacts are in place throughout all information technology systems and platforms; monitor and assess security controls, conduct security impact analyses, and report system security statuses; perform risk assessments and recommend information technology solutions; analyze incident-related data and determine the appropriate response; design new technologies, architectures, and solutions that will support security requirements; develop implementation plans including cost-benefit or return on investment analyses; design infrastructure configuration and change management standards or requirements; develop or update project plans for information technology projects; lead and mentor project teams; manage integration of information systems and/or subsystems; manage project(s) to ensure adherence to budget, schedule, and scope; review software architecture and make recommendations regarding technical and operational feasibility; plan, design, and implement the enterprise data models using standardized modeling tools to align technology solutions with business strategies; perform configuration management and release management for system components; verify stability, interoperability, portability, security, or scalability of system architecture; create backup and recovery strategies; conduct disaster and recovery analysis, planning, implementation, and administration for systems; and monitor and conduct audits of system capacity, performance, and traffic analysis.

ESSENTIAL FUNCTIONS

40%

Product Discovery, System Analysis, and Requirements Engineering (Software Engineering):

- Lead complex business and systems analysis initiatives to assess departmental business needs, evaluate opportunities for automation, and define requirements for new and existing enterprise applications.
- Analyze current state business processes, operational workflows, and data flows to identify inefficiencies, functional gaps, and automation opportunities. Lead business process reengineering efforts to design optimized future-state processes and recommend technology solutions.
- Lead requirements engineering activities, including eliciting, analyzing, validating, prioritizing, and documenting business, functional, nonfunctional, system, data, and integration requirements to support software development and modernization.
- Develop business process models, system specifications, user stories, use cases, acceptance criteria, and requirements traceability documentation to communicate business needs and expected functionality to development teams.
- Analyze existing custom-developed applications with limited or outdated documentation to identify and document system functionality, business rules,

	workflows, data structures, interfaces, and technical dependencies. • Facilitate requirements reviews and solution discovery sessions with business stakeholders, software engineers, and digital experience specialists to reconcile competing needs, resolve ambiguities, and validate proposed functionality. • Develop and implement standardized business analysis and requirements engineering practices, documentation templates, and quality standards. Provide technical guidance and mentorship to analysts and other project team members.
20%	**Product Delivery (Software Engineering):** • Provide technical leadership throughout the software development lifecycle, coordinating with software developers, technical specialists, and business stakeholders to ensure solutions are delivered in accordance with approved requirements, product priorities, and departmental standards. • Collaborate with technical teams to evaluate solution alternatives, define application functionality, assess technical feasibility and dependencies, and ensure proposed solutions incorporate applicable security, accessibility, integration, and maintainability requirements. • Lead iterative software delivery activities, including facilitating Agile ceremonies, refining user stories and acceptance criteria, monitoring development progress, resolving functional questions, managing dependencies, and reviewing completed functionality. • Develop and coordinate functional testing activities, including test plans, test cases, defect tracking, and requirements validation. Lead user acceptance testing by coordinating business stakeholder participation, validating corrective actions, and obtaining business approval prior to implementation. • Lead release planning and implementation readiness with development teams, business stakeholders, and operational support staff, including deployment dependencies, stakeholder communications, user readiness, and transition to operations. • Monitor delivery outcomes, identify risks and opportunities for improvement, and recommend enhancements to software delivery practices that improve predictability, quality, and alignment with business objectives.
20%	**Product Strategy and Management (Software Engineering):** • Establish and apply standardized product management practices to support the planning, enhancement, maintenance, and modernization of enterprise applications throughout their lifecycle. • Collaborate with business owners and IT leadership to define product objectives, evaluate business priorities, develop product roadmaps, and align planned enhancements with departmental strategic objectives and available delivery capacity. • Facilitate ongoing product backlog refinement with business stakeholders and technical teams, including evaluating enhancement requests, clarifying business value, assessing dependencies, and supporting prioritization decisions with business and IT leadership. • Develop and maintain product documentation, including product books that identify application purpose, business ownership, user groups, major functionality, integrations, technical dependencies, known limitations, and planned enhancements. • Monitor product health using application performance information, support trends, reported defects, stakeholder feedback, enhancement requests, and other relevant measures to identify opportunities for continuous improvement. • Collaborate with engineering and business stakeholders to evaluate applications for enhancement, modernization, consolidation, replacement, or retirement based on business value, technical debt, maintainability, operational risk, and long-term organizational needs.

15%	**Business Relationship Management (Business Technology Management):** • Serve as a strategic liaison between Information Services and departmental business units to understand operational priorities, identify technology needs, and recommend opportunities for process improvement, automation, and digital service modernization. • Plan and facilitate structured business relationship management engagements with business leadership and stakeholders to assess business challenges, evaluate technology opportunities, and communicate progress on technology initiatives. • Analyze and consolidate business technology requests, assess organizational impact, business value, technical feasibility, resource requirements, and strategic alignment, and develop recommendations for consideration through departmental technology intake and prioritization processes. • Develop business cases, feasibility assessments, executive briefings, and other decision-support materials to communicate technology needs, proposed solutions, risks, competing priorities, and investment considerations to IS and departmental leadership. • Coordinate with business stakeholders, technical teams, and IS management to communicate technology priorities, maintain transparency into delivery activities, and foster effective collaboration and trust.
5%	**Product Adoption & Training (Client Services):** • Coordinate the development and maintenance of user documentation, training materials, and knowledge-transfer resources to support application implementation, adoption, and ongoing use. • Collaborate with business stakeholders and technical teams to identify training needs, support user readiness, and facilitate effective transitions to new or enhanced applications.

SPECIAL REQUIREMENTS

- Willingness and ability to accept increasing responsibility.

KNOWLEDGE, SKILLS, AND ABILITIES

The incumbent is required to possess all knowledge of the Information Technology Specialist I classification, and the following knowledge:

- Emerging technologies and their applications to business processes
- Business or systems process analysis, design, testing, and implementation techniques
- Techniques for assessing skills and education needs to support training, planning and development
- Business continuity and technology recovery principles and processes
- Principles and practices related to the design and implementation of information technology systems
- Information technology systems and data auditing
- The department's security and risk management policies, requirements, and acceptable level of risk
- Application and implementation of information systems to meet organizational requirements
- Project management lifecycle including the State of California project management standards, methodologies, tools, and processes
- Software quality assurance and quality control principles, methods, tools, and techniques
- Research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes
- State and federal privacy laws, policies, and standards.

The incumbent is required to possess all abilities of the Information Technology Specialist I classification, and the following skills and abilities:

- Recognize and apply technology trends and industry best practices
- Assess training needs related to the application of technology

- Interpret audit findings and results
- Implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data
- Apply principles and methods for planning or managing the implementation, update, or integration of information systems components
- Apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management
- Monitor and evaluate the effectiveness of the applied change management activities
- Keep informed on technology trends and industry best practices and recommend appropriate solutions
- Foster a team environment through leadership and conflict management
- Effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives
- Analyze the effectiveness of the backup and recovery of data, programs, and services.

SIGNATURES

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 hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the assigned HR analyst.) I also acknowledge, under certain circumstances, I may be required to physically come into the office at any time within a reasonable amount of time.

EMPLOYEE SIGNATURE		**DATE**	

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 and have provided a copy of this duty statement to the employee named above.

SUPERVISOR NAME			
SUPERVISOR SIGNATURE		**DATE**	
PROGRAM BUDGET MANAGER (PBM) NAME			
PBM SIGNATURE		**DATE**	