CALIFORNIA High-Speed Rail Authority

Job Description

Position Details

Classification:
Information Technology Associate

Office:
Information Technology

Working Title:
Associate Quality and Business Analyst

Location:
Sacramento

Position Number:
311-460-1401-002

HR Approval Date/Initials:
11/10/26 FAY

CBID/Bargaining Unit:	Work Week Group:	Tenure:	Time Base:
R01	2	Permanent	Full-Time

Job Description Summary

Under the general supervision of the Information Technology (IT) Portfolio Manager, an IT Manager I of the California High-Speed Rail Authority (Authority), the IT Associate (Associate Quality and Business Analyst) is responsible for supporting the delivery of IT solutions to the Authority. The incumbent works with cross-functional teams across diverse business areas to analyze evolving business needs, document processes, capture business requirements, and execute appropriate test cases by verifying features, identifying defects through systematic testing, and assisting with Americans with Disabilities Act (ADA) compliance testing. The incumbent is responsible for maintaining adequate documentation for ongoing application regression testing and the integration of various Authority IT applications.

The following IT Domains are applicable to the incumbent's duties/tasks:

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

Duties

Percentage
Essential (E)/Marginal (M)

40% (E) **Solution Testing and Implementation**

- Participates in solution analysis, design, configuration, and implementation of Software-as-a-service (SaaS) and Commercial-Off-the-Shelf (COTS) applications to meet various business needs of the Authority.
- Develops, executes, and maintains testing strategies, test plans, test scenarios, and test cases based on product and business requirements.

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- Develops, executes, and maintains test scripts for regression testing of applications.
- Develops and maintains test documentation in compliance with Authority standards and best practices.
- Translates business and technical requirements into test cases, test scenarios, and test scripts.
- Collaborates with management, project managers, and business partners to clarify requirements, identify implementation gaps, and update test scripts accordingly.
- Conducts testing for Authority's various SaaS, COTS, and custom applications, including updating system documents and user guides.
- Identifies, communicates, and manages bugs/defects, risks, and provides status updates to management, business partners, and stakeholders.
- Facilitates test status meetings and provides test status updates pertaining to product quality and project timelines, including weekly reports.
- Develops functional and product demonstrations for management, business partners, and stakeholders as needed.
- Develops, executes, and maintains Structured Query Language scripts for testing product applications.
- Conducts continuous improvement efforts for application testing, maintenance, and support processes to optimize operations.
- Assists in developing and facilitating user acceptance testing.
- Assists in developing artifacts to support the implementation and enhancement of IT solutions, including documentation related to testing and training.
- Provides end-user support by creating and maintaining user documentation; provides help desk support for technology changes; and trains users.
- Follows the established change management and release management processes.

35% (E) **Business Analysis**

- Analyzes and communicates stakeholder needs by translating business and/or functional requirements into technical requirements.
- Assists in documenting As-Is processes and developing To-Be processes and process diagrams.
- Evaluates business processes, anticipates requirements, identifies areas for improvement, and recommends solutions.
- Manages and tracks the status of requirements throughout the project lifecycle.

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- Assists in developing specifications, diagrams, and flowcharts.
- Serves as a liaison between business programs and IT. Works with program partners to identify business problems or opportunities and with project and technical teams to identify solutions.
- Assists users in translating user requirements into feasible options and communicates back to business stakeholders.
- Performs ad hoc research and analysis to address issues identified by end users and IT.
- Implements strategic initiatives and continuous process improvements.

15% (E) **IT Project Management Office (PMO) Support**

- Maintains up-to-date knowledge of state policies, processes, and industry best practices related to IT administration and Project Approval Lifecycle (PAL).
- Participates in the development, refinement, and updating of IT project management standards for the enterprise, including templates.
- Participates in planning, information sharing, and visioning for the IT PMO.
- Collects metrics, performs project portfolio and risk analyses, and captures project lessons learned and improvements.

10% (E) **Other Duties**

- Fosters an environment of teamwork and collaboration, communicates position-related information, and promotes the exchange of ideas through active listening and open discussion.
- Actively participates in team and departmental meetings, training, technology initiatives, or other assignments.
- Invests in personal development through continuous education to gain and enhance position-related knowledge.
- Ensures travel is approved and documentation and expense claims are processed in a timely manner.
- Adheres to Authority policies and procedures regarding attendance, leave, and conduct.
- Performs other IT duties as needed to accomplish the Authority's mission and goals.

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Special Requirements

The checked boxes below indicate any additional requirements of this position.

License Required	Conflict of Interest (COI)	Bilingual Required	Contract Manager	Medical Required
Yes ☐ No ☒ Type:	Yes ☒ No ☐	Yes ☐ No ☒ Language:	Yes ☐ No ☒	Yes ☐ No ☒

Other Special Requirements Information:

Conflict of Interest (COI) – This position is designated under the Conflict-of-Interest Code. The 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 employee is required to complete form 700 within 30 days of assuming employment. Failure to comply with the Conflict-of-Interest Code requirements may result in disciplinary action.

Knowledge and Abilities

All knowledge and abilities of the Information Technology Technician classification; and

Knowledge of: Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices.

Ability to: Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.

Desirable Qualifications

- Experience working on IT projects in a technical business and quality analyst role.
- Experience in quality assurance and testing of IT applications.
- Experience facilitating collaboration sessions among various stakeholder groups and driving outcomes.

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- Experience utilizing defect management and tools (for example, JIRA, Azure DevOps etc.).
- Experience with the Microsoft Office suite, including Word, Excel, PowerPoint, Project, and Visio.
- Experience preparing and producing clear and concise documentation (e.g., test cases, test scenarios, user acceptance test scripts, requirements, business processes, information security policies, processes and procedures, plans, etc.)
- Ability to establish and maintain cooperative working relationships with all levels of staff and management; and to communicate effectively with peers, other technical teams, executives, external partners, vendors, and other stakeholders.
- Ability to manage multiple high-priority initiatives in a fast-paced achievement-oriented environment and work under pressure to meet deadlines.
- Ability to maintain the confidentiality of sensitive tasks, assignments, and information.
- Knowledge and experience with Software Development Lifecycles.
- Knowledge and experience with Waterfall and Agile processes, tools, and methodologies.
- Knowledge and/or experience with automation testing/scripting is preferred.
- Willingness to work excess hours to achieve business results.
- Demonstrates enthusiasm for continuous learning.
- Demonstrates keen attention to detail.

Supervision Exercised Over Others

This position does not supervise but may lead project-related activities. The incumbent has defined responsibility and authority for decision-making related to projects or in an advisory function.

Public and Internal Contacts

The incumbent will have regular contact with various levels of staff at the Authority, consultants, vendors, contractors, and staff at other state agencies. The incumbent must handle all situations and communications tactfully and respectfully to support the Authority's mission.

Responsibility for Decisions and Consequence of Error

At the IT Associate level, incumbents are responsible for individual decisions and actions. The consequence of error at the Associate level may result in loss of data, user dissatisfaction, and impact within the immediate organization, office, project, or work unit, and related support units. The incumbent must exercise good judgment and make effective decisions to fulfill the position's responsibilities.

Physical and Environmental Demands

While working on-site, the incumbent works in a professional office environment, in a climate-controlled area which may fluctuate in temperature and is under artificial light. The incumbent will be required to use a computer, mouse, and keyboard, and will be

required to sit for long periods of time at a computer screen. The incumbent must be able to focus for long periods of time, multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. The incumbent must develop and maintain cooperative working relationships and display professionalism and respect for others in all contact opportunities.

Working Conditions and Requirements

a. Schedule: Flexible schedules may be available for this position. Specific schedules will be set between the supervisor and the employee.
b. Telework: Part-time telework may be available for this position for California residents based on the requirements of the position.
c. Travel: Occasional travel to Authority locations in California may be required.
d. Other: The incumbent may be required to carry a state-issued cell phone and work outside of their regular schedule, as needed, to meet business needs.

Acknowledgment and Signatures

I have read and understand the duties listed above and can perform them with/without reasonable accommodation (RA). (If you believe you may require RA, please discuss this with the supervisor indicated below who will discuss your concerns with the RA coordinator. If you are unsure whether you require reasonable accommodation, inform the supervisor indicated below who will discuss your concerns with the RA Coordinator.)

Employee Printed Name:	Signature:	Date:

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Supervisor Printed Name:	Signature:	Date:

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