GENERAL STATEMENT
Under direction of Information Technology Manager I, the Information Technology Specialist I (ITS I) serves as a technical expert to analyze, design, develop, implement, document, debug, and support the customizations for the Financial Application Services Section within Information Technology Division.

The ITS I works independently, providing enterprise-wide application development support of the system reports, interfaces, conversions, enhancements, and forms (RICEF) and application security configuration within the FI$Cal Enterprise Resource Planning (ERP) System. The ITS I is also responsible for troubleshooting production application issues, performing root cause analysis and implementing solutions to fix application defects. The incumbent ensures adherence to the Department’s business and technology vision, goals and objectives. The ITS I leads efforts to document emerging system functions, processes, and data within the FI$Cal ERP System. The ITS I provides continued on-going resolutions for operational needs, and ensures that the FI$Cal ERP System meets business objectives while adopting latest technology trends and industry best practices.

The duties for this position are focused in the Software Engineering domain, however, work may be assigned in the other domains as needed.

SUPERVISION RECEIVED
The Information Technology Specialist I reports directly to Information Technology Manager I.

SUPERVISION EXERCISED
None
ESSENTIAL FUNCTIONS

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

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<th>% OF TIME</th>
<th>ESSENTIAL FUNCTIONS</th>
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<tr>
<td><strong>45%</strong></td>
<td><strong>FI$Cal Application Support:</strong></td>
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<td>• Provide analytical and technical application support for incidents and issues reported for the highly intricate and multifaceted custom components within FI$Cal ERP System.</td>
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<td>• Support the maintenance team in technical analysis and troubleshooting of production application issues and implementing solutions to fix application defects while following the established support processes and tools.</td>
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<td>• Perform root cause analysis and create knowledge base articles or technical automation as required for the FI$Cal ERP System.</td>
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<td>• Maintain roles, permission lists, query trees, menus and other objects for providing secure and appropriate access to PeopleSoft applications.</td>
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<td>• Research and implement solutions to complex customization problems for FI$Cal ERP System.</td>
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<td>• Perform technical review, retro-fit of application patches, upgrades and configurations for FI$Cal ERP System.</td>
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<td>• Assist other FI$Cal divisions/units with the testing and release of application patches, upgrades and configurations for FI$Cal ERP System.</td>
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<td>• Analyze, design, build, test and migrate the technical production changes for FI$Cal ERP System.</td>
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<td>• Review the technical design, build and unit test documentation for production changes in order to ensure that the changes are being thoroughly and effectively tested prior to functional testing and industry best practices are followed to meet FI$Cal requirements.</td>
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<td>• Identify and advise management on potential risks and issues that will affect the successful implementation and maintenance of the FI$Cal ERP System.</td>
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<td>• Provide status reporting and administrative support to the FI$Cal ERP System for Financial Applications Section.</td>
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<td><strong>20%</strong></td>
<td><strong>FI$Cal Application Development:</strong></td>
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<td>• Translate functional designs into technical solutions and develops technical design documentation for FI$Cal ERP System.</td>
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- Translate functional designs into technical solutions and develops technical design documentation for FI$Cal ERP System.
- Build and test custom components (RICEF) for FI$Cal ERP System in accordance to established standards and guidelines.
- Build, test and support integration components with other supporting systems such as Primavera and Hyperion.
- Lead and participate in design and code walkthroughs and knowledge sharing sessions for FI$Cal ERP System.
- Design, develop and maintain roles, permission lists, query trees, menus and other objects for providing secure and appropriate access to PeopleSoft applications.
- Collaborate with the FI$Cal stakeholders, including FI$Cal staff, Partner staff, and Vendor staff, to develop common formats (development standards, design templates, unit testing guidelines etc.) that will be used in the FI$Cal ERP System.
- Conduct quality assurance and quality control on all FI$Cal ERP System customizations.

15% **FI$Cal System Analysis:**
- Serve as a Technical expert in various stages of Systems Development Life Cycle (SDLC) - analyze, document, design, code, test customized application components within the FI$Cal ERP System.
- Review high level business requirements and collaborate with functional SMEs and / or key users in developing impact analysis, multiple solution ideas, designs, and estimating work efforts for proposed application changes.
- Facilitate, prepare for, and participate in application design discussions, utilizing industry best practices and State Administration Manual (SAM) standards.
- Lead and participate in review meetings and discussions for the functional and technical documentation of the multifaceted ERP customizations.

15% **Training and Knowledge Transfer Duties:**
- Participate in meetings and discussions with all FI$Cal divisions/units providing knowledge and expertise in highly complex and multifaceted ERP methodologies.
- Mentor development staff, within the scope of the more difficult and complex application analysis, design and development tasks and assignments.
- Provide expert technical assistance in the development of training materials and the education and training to FI$Cal division/unit members by attending meetings, participation in focus group discussions, and providing proposed solutions for approval.
- Actively participate in, and complete all in-house and outside training requirements.

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<th>Marginal Functions:</th>
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<td>- Perform other related duties as required to fulfill FI$Cal’s mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the division/unit, which may include special assignments.</td>
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**KNOWLEDGE AND ABILITIES**

All knowledge and abilities of the Information Technology Associate classification; and Knowledge of: Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Ability to: Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

**HIGHLY DESIRABLE QUALIFICATIONS**

- Experience in Application development and support for large-scale systems in Public Sector.
- Good knowledge of PeopleSoft, or other ERP Technologies.
- Advanced knowledge of Systems Development Life Cycle (SDLC), best practices for Systems analysis, design, development, implementation and support.
- Experience in PeopleSoft application design and development.
- Knowledge of integrations with Hyperion and Business Intelligence.
- Functional knowledge of one or more modules in PeopleSoft Financials.
- Incumbent should enjoy working in a challenging environment and may possess the following:
  - Ability to thrive in a collaborative, dynamic matrix organization.
o Ability to adjust to evolving priorities and challenges.
o Ability to work as a team member to meet goals and objectives.
o Ability to adhere to and model Project Core Values.
o Ability to communicate diplomatically and effectively, both orally and in writing.
o Ability to logically plan and organize the work.
o Knowledge of and ability to learn and apply modern information technology processes.
o Willingness to work excess hours to achieve project schedule requirements.

SPECIAL REQUIREMENTS
The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check is required.**

WORKING CONDITIONS
The incumbent will need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked. The incumbent should be available to travel as needed and is expected to perform functions and duties under the guidance of the Department of FISCal’s core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier, telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

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.)

________________________________________________________________________
Employee Signature                                      Date
I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

__________________________________________
Hiring Manager Signature  Date

H/R Analyst _____

Date Revised: 07/24/2019