

POSITION STATEMENT

Civil Service Classification	Working Title			
Information Technology Associate	ACES Application Tech Team Associate			
Name of Incumbent	Position Number			
	280-349-1401-976			
Section/Unit	Supervisor's Name			
ACES Application Development Tier	Click here to enter text.			
Division	Supervisor's Classification			
Product Development Division	Information Technology Supervisor II			
Branch	Duties Based on:			
Information Technology Branch	☑ Full Time □ Part Time - Fraction Click here to enter text.			
	Revision Date			
	5/17/2024			

Check all that apply:

- $\hfill\square$ Conflict of Interest Filing (Form 700) Required
- $\hfill\square$ May be Required to Work in Multiple Locations
- □ Requires DMV Pull Notice

□ Travel May be Required

□ Call Center/Counter Environment

⊠ Requires Fingerprinting & Background Check

- □ Bilingual Fluency (specify below in Description)
- $\hfill\square$ Other (specify below in Description)

Description of Position Requirements (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)

Click here to enter text.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions)Image: Statement Statement Information Security EngineeringIf Project Management Information Security EngineeringIf Software Engineering Information Security Engineering

Under general supervision of the Information Technology (IT) Supervisor II, the IT Associate will serve as a technical resource in the maintenance, operation, and enhancement of the Accounting & Compliance Enterprise System (ACES) - a Commercial-Off-The-Shelf (COTS) system in the areas of hardware/software integration, data management, change and release management processes, and infrastructure security. Utilizing project management concepts, coupled with their knowledge and skills identified below, the incumbent will also support major projects involving infrastructure refresh and application upgrades, as well as smaller scaled projects isolated to the system itself.

The IT Associate performs/provides technical analysis and configuration activities in support of highly critical transaction processing activities. A critical function of this job is to analyze an incident or defect to understand its root cause. Participates in task planning with external service groups outside of ACES related to technical solutions. The incumbent provides support for the change control process and assists with implementation of service packs, system performance, project initiatives, and other technical analyst related tasks.

The incumbent contributes toward the growth of the ITB into a customer-focused service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles

3. DU	TIES AND RESPONSIBILITIES OF POSITION (continued)
Percentage of Duties	Essential Functions
45%	Completes the less complex system operational and performance activities through assigned service requests involving incidents, changes, data requests, and file transfers. Analyzes the request and evaluates the reason for the incident or change requested. Develops an understanding of the root cause of the issue and/or requirements of the change request. Reviews application configuration, as it relates to infrastructure, and database tables to identify what needs to change. Makes configuration changes and deploys those changes from the lower environments through to production while following operational guidelines.
30%	Performs project tasks on infrastructure refreshes, application upgrades, new interfaces, and environments that support the System Development Lifecycle of ACES. Project tasks include preparation of documents that align with the IT Service Delivery Discipline Program, assists in yearly IRS audit related activities, client desktop support, data migration activities, certificate requests, server security scans, and data backup identification.
20%	Monitors day to day operational activities including batch processing, application services, system availability, and overall system performance. Opens enterprise incident management tickets and internal ACES service requests to track, communicate, and provide historical documentation for issues resulting from the above processes.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT (Choose all that apply from the drop-down menus)								
Standing:	Rarely (1-6%)			Sitting:	Constant (76-100%)			
Walking:	Rarely (1-6%)			Temperature: Environment	Temperature Controlled Office			
Lighting:	Artifical 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 Er	nvironment: a. Cubicle	b. Select	c. Select	d. Select				

Interaction with Public: a. N/A b. Select c. Select.

5. SUPERVISION

Supervision Exercised (e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs) None

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 the Position Statement.

Employee's Name (Print)

Click here to enter text.

Employee's Signature

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.

Supervisor's Name (Print)

Click here to enter text.

Supervisor's Signature

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

Duties meet class specification and allocation guidelines.	PMG Analyst initials	Date approved
	dmg	6/10/2024

Reasonable Accommodation Unit use ONLY (completed after appointment, if needed)

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:

Click here to enter text.

** AFTER SIGNATURES ARE OBTAINED:

- SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)
- FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE
- PROVIDE A COPY TO THE EMPLOYEE

Date

Date