



**YOUR EFFORTS WILL MAKE FI\$Cal A SUCCESS
DUTY STATEMENT**

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| CLASSIFICATION TITLE Information Technology Specialist I | DIVISION NAME Information Technology Division, Infrastructure and Platform Services Office, Software Platform Services Section |
| WORKING TITLE Application Administrator | POSITION NUMBER 333-350-1402-XXX |
| EMPLOYEE NAME VACANT | EFFECTIVE DATE February 14, 2020 |

You are a valued member of the Department of FISCAL. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

GENERAL STATEMENT

Under the direction of the Software Platform Services Section, Information Technology Manager I (ITM I), the Information Technology Specialist I (ITS I) works on complex software applications and systems. The incumbent will provide technical support for the FI\$Cal Enterprise Resource Planning (ERP) and will be responsible for the system and environmental stability/availability of the production and non-production environments.

The incumbent is responsible for the maintenance and operation of the FI\$Cal enterprise n-tier applications and their tools and interactions. Duties include but are not limited to: patching, performance and tuning, monitoring, backup and disaster recovery, environment refreshes, documentation, mentoring and incident and troubleshooting.

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

SUPERVISION RECEIVED

The ITS I reports directly to the ITM I, Software Platform Services Section.

SUPERVISION EXERCISED

None, May act as lead as directed by the ITM I.

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:

| <u>% OF TIME</u> | <u>ESSENTIAL FUNCTIONS</u> |
|-------------------------|--|
| 35 % | <p>FI\$Cal Applications Maintenance Tasks and duties include but are not limited to the following:</p> <ul style="list-style-type: none"> • Patching – Security and Bug Fix • Upgrades – Version, Code, and Kernel and associated software • Performance – Tune and optimize code, scripts, automation, configurations and availability • Monitoring – tune, automate monitoring and alerting • Perform backup and disaster recovery process and testing |
| 30 % | <p>FI\$Cal Applications / Environments Operational Support Tasks and duties include but are not limited to the following:</p> <ul style="list-style-type: none"> • Refresh environments • Security updates for roles and access • Map Business and Functional needs to IT • Assist in the planning and coordination of projects, implementations and POC's (proof of concepts) • Troubleshoot service performance, outages and degradations. • Assist in Networking and access issues • Aid customer support request and incidents • Work with vendor support, consultants and teams to resolve issues |
| 30 % | <p>Administrative Duties Tasks and duties include but are not limited to the following:</p> <ul style="list-style-type: none"> • Create and maintain documentation of process, procedures, configurations, and licensing • Create, submit, represent and implement Change Controls • Assist in the procurement and license process • Train and mentor teams, users and team members |
| <u>% OF TIME</u> | <u>MARGINAL FUNCTIONS</u> |
| 5% | <ul style="list-style-type: none"> • Perform other related duties as required to fulfill FISCAL's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the team/unit, which may include special assignments. |

REQUIRED SKILL SETS

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.

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.). This position requires the ability to handle stress. 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: **BE**

Date Revised: 02/21/2020