

DUTY STATEMENT

DGS OHR 907 (Rev. 09/2018)

 Current Proposed

RPA NUMBER 20177	DGS OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME Customer Delivery Office	REPORTING LOCATION 707 3rd Street, 3rd Floor, West Sacramento CA, 95605	
SCHEDULE (DAYS / HOURS) Monday - Friday, 8:00 a.m. to 5:00 p.m.	POSITION NUMBER 306-072-1414-XXX	CBID R01
CLASS TITLE Information Technology Specialist II	WORKING TITLE Project Intake Specialist	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION Rank and File Supervisor Specialist Office of Administrative Hearings Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under the general direction of the Information Technology (IT) Manager II, in collaboration with the Information Technology Specialist II, within the Business Technology Management and IT Project Management domains, the the position independently leads and serves as ETS' Intake Specialist, ensuring requests for IT projects and activities are efficiently received, prioritized, analyzed and resourced.

SPECIAL REQUIREMENTS Conflict of Interest Medical Evaluation Background Evaluation Background Evaluation FTB Office Technician (Typing)

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
35%	Provides expert guidance and oversight in collaboration with ETS project managers, business partners, and stakeholders in order to facilitate intake processes for IT projects and feasibility studies by analyzing solution alternatives, and recommending resource needs, utilizing Resource Allocation Matrices, business cases, and industry data, to ensure work efforts are prioritized and appropriately resourced to deliver value to DGS in its technology solutions.
20%	Analyzes resources and project data by researching technology trends, formulating recommendations for ETS leadership, and collaborating with IT Portfolio Manager, utilizing Resource Allocation Matrices, business cases, and industry data, in order to support strategic and resource planning related to IT projects, to ensure IT resource usage and future developments are in alignment with business strategy.
15%	Monitors, analyzes, and develops the intake process by coordinating with the IT Portfolio Manager, ETS leadership and stakeholders utilizing industry standard practices and tools for continuous improvement, in order to advance and progress the intake process for IT projects and activities, and to ensure effective use of resources.
15%	Assists and leads Business Analysts and Project Management staff on intake of complex IT Project requests, utilizing the California Department of Technology (CDT) Project Approval Lifecycle, in order to prepare Stage 1 Business Analysis, and Stage 2 Alternatives Analysis as delegated to CDT for intake and approval, to ensure the outlined project requirements, as set forth by CDT, are met in a timely manner.

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PERCENTAGE	DESCRIPTION
10%	Reviews application designs and plans and performs testing for IT systems in order to guide testing related activities for the most complex IT systems using test plans, traceability matrix, scenarios, test scripts, and test cases to ensure the system addresses all requirements to produce a quality system that meets the customers expectations.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Reviews current literature and participates in educational programs by attending professional and organizational conferences, meetings and or workshops utilizing internet resources and guidance from management and peers, in order to remaining current and informed of changes, and ensure industry practices and emerging technology trends are acknowledge, and incorporated.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

The position is part of a distributed team that involves teleworking 3 to 5 days per week and reporting to the office as needed/required.

Professional office environment.

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

I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED