

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 2, 7, & Non-represented

EMPLOYEE:	CLASS TITLE: Information Technology Specialist III	HEADQUARTER: Mather Campus
PROGRAM/UNIT: Information Technology / Enterprise Solutions Services / Solution Engineering	POSITION NUMBER: 165-1415-002 CN 11678	CBID: M01
TENURE: Permanent	TIMEBASE: Full-Time	WORK WEEK GROUP: E
EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input checked="" type="checkbox"/> 12 Mos. <input type="checkbox"/> N/A
IMMEDIATE SUPERVISOR:	CONFLICT OF INTEREST CATEGORY: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DMV PULL PROGRAM: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

1. SUPERVISION RECEIVED:
The Information Technology Specialist III (ITS III), Senior Business Analyst/Architect, is under the administrative direction of the Enterprise Solutions Services Branch Chief, IT Manager II.
2. SUPERVISION EXERCISED:
N/A
3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):
Physical tasks include sitting for extended periods at a computer workstation with artificial light and temperature control in an office setting. The incumbent will work a minimum of 40 hours per week, with the possibility of overtime in an emergency. The ability to use a personal computer and telephone is essential, as most work is performed using these tools. Travel in automobile, commercial aircraft, and public transportation. Must be able to lift computer equipment and related items that weigh up to 50 pounds.
4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
Incumbent will have direct contact with state agency directors, department managers and supervisors, employees of Cal OES, other state agencies, and the federal government relating to enterprise technology services within Cal OES and during emergency operations. This position may act as a liaison with outside contractors and vendors providing goods or services to Cal OES. Direct contact with the Department of Technology to report on the regular status and IT reporting requirements.
5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
Cal OES is responsible for disaster response, planning, preparedness, and training. This position holds a high-level responsibility for the security and integrity of information throughout the Agency. Failure to effectively perform the position's duties could result in the loss of telecommunications and technology systems, resulting in an inability to respond timely to and recover from emergencies. The effects could threaten life and property within the State of California.
6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
When requested to fill an operational assignment and until demobilized, you will be required to perform the following duties, and your regular duties may temporarily cease:

When not on-call, standby or Duty Officer status, if called upon by Governor's Office of Emergency Services (Cal OES) Management (including contact from the California State Warning Center), you are required to make contact as soon as possible.

Shall be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region). May be required to participate in emergency drills, training and exercises.

Staff needs to work effectively under stressful conditions; work effectively and cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods and on short notice.

While fulfilling an operational assignment, it is essential to understand that you are filling a specific "position" and that position reports to one particular Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On-Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby, or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Cal OES Management (including contact from the California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT

Under the administrative direction of the Enterprise Solutions Services Branch Chief, the IT Specialist III Senior Business Analyst and Architect plays a key role in aligning Cal OES's strategic goals and objectives with decisions regarding IT products and services, partners and vendors, capabilities, and key business and IT initiatives.

As a senior business analyst and architect at Cal OES, you will provide expert-level business analysis and business architect management functions in support of the agency's diverse enterprise project portfolio needs including new technology initiatives. You will play a key role in understanding business needs, value & requirements and assisting business to make informed decisions. You will be responsible for business analysis activities, capturing business requirements, user stories, tracking and managing requirements, including communicating with both the business and technical staff.

As a business architect you will understand the business motivations, business operations and conduct business analysis services using industry frameworks the business analysis body of knowledge (BABOK) to achieve success by incorporating design thinking and human-centered design.

This role will describe the Cal OES enterprise in terms of its governance structure, business processes, and business information needs. The incumbent will provide services from IT domains including Business Technology Management and Information Technology Project Management.

Percent of Time	ESSENTIAL FUNCTIONS
35%	<p>(E) Business Analysis Serve as the Senior Business Analyst, performing business requirements analysis and support for critical projects. Perform the full range of business analyst activities, including, but not limited to, business process re-engineering, conducting feasibility studies and trade-off analysis, eliciting business requirements/user stories and technical requirements, developing cost estimates, managing requirements/user stories to control project scope, leading user acceptance testing (UAT) to ensure the delivered product fulfills the business goals and objectives.</p> <p>Utilize a systematic approach to eliciting, organizing, and documenting the requirements of the system, and establishing and maintaining agreement between the customer and the project team on the changing of requirements of the system.</p> <p>Lead user research efforts to gain understanding of customer and stakeholder pain points, challenges, and needs. Develop Human Centered Design (HCD) processes and approaches to deliver a broad range of sustainable solutions. Engage in standard business analysis methodology, outlining problems, opportunities, and solutions, and identifies process-improvement efforts across the organization.</p>
35%	<p>(E) Business Requirements Management, User Acceptance Testing and Training As a senior business analyst, you will work closely with the project manager/product owner in creating and maintaining a requirements management plan. Work to ensure that a requirements configuration management process is implemented and that no changes are made to baselined</p>

	<p>requirements without performing a risk analysis, re-estimating impacts to cost and schedule, and validation amongst the stakeholders.</p> <p>Translate business requirements into technical solutions and balance project timelines from a diverse group of stakeholders with varying priorities and levels of technical acumen. As a trusted subject matter expert by producing solution documentation and user training materials.</p> <p>Lead and coordinate user acceptance testing events to test and verify that solutions and tools meet the requirements set out by business stakeholders for successful project delivery. Will work closely with Business subject matter experts, IT teams and the Program management team to deliver high quality solutions that meet business needs.</p>
20%	<p>(E) Business Architect As a senior business architect, you will understand the business motivations, business operations and conduct business analysis services using industry user research frameworks to gain understanding of customer and stakeholder pain points, challenges, and needs.</p> <p>Conduct system analysis, communicate redesign recommendations, and design optimized user experience using industry best practices. Provide expert-level communication services to bridge understanding and solution documentation between program stakeholders and technical staff.</p> <p>Participate with other architects in developing an enterprise architecture for Cal OES. Will work collaboratively with project teams to consult and perform business analysis functions as needed.</p>
5%	<p>(E) Build and maintain collaborative relationships with diverse groups of peers, team members, and leadership. Provide reports to executive sponsors, management, and project steering committees. Facilitate project meetings with business users, project teams, steering committees, management, internal and external stakeholders. Assists project sponsors and management in the preparation of recommendations, presentations, and decision-making analysis.</p> <p>Maintain knowledge of industry and business analysis and business architecture trends, best practices, and research emerging methodologies to define and support the agency's vision, principles, strategies, and goals. Participate on the most complex Cal OES IT-related projects.</p>
Percent of Time	MARGINAL FUNCTIONS
5%	<p>(M) Other Related Duties as Required The incumbent will perform other related duties as required to fulfill the Cal OES mission, goals, and objectives. Additional duties may include, but not be limited to: (a) assisting where needed within the program, which may include special assignments; (b) complying with general State and Cal OES administrative reporting requirements (i.e. completion of timesheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and (c) attendance at staff meetings.</p>
	OTHER
	The position requires strong team leadership skills in identifying new issues and business opportunities and an ability to work with people with diverse goals, skills, and knowledge. The incumbent must demonstrate good written, verbal, presentation, and interpersonal skills.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
STANDING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
COMPREHENSION: Understanding the needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINGERING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING OUTDOORS:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE: Enclosed office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

OTHER INFORMATION

Must have knowledge of state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If you have any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title