

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Specialist II	Working Title Lead Contact Center Solutions Architect
Name of Incumbent	Position Number 347-1414-976
Section/Unit Telecommunications	Supervisor's Name
Division Production Services Division	Supervisor's Classification Information Technology Manager I
Branch Information Technology Branch	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction <i>Click here to enter text.</i>
	Revision Date 8/1/2022

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required | <input type="checkbox"/> Call Center/Counter Environment |
| <input checked="" type="checkbox"/> May be Required to Work in Multiple Locations | <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check |
| <input type="checkbox"/> Requires DMV Pull Notice | <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) |
| <input checked="" type="checkbox"/> Travel May be Required | <input type="checkbox"/> Other (<i>specify below in Description</i>) |

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

Occasional travel may be required.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions)

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> Business Technology Management | <input checked="" type="checkbox"/> IT Project Management | <input checked="" type="checkbox"/> Client Services |
| <input type="checkbox"/> Information Security Engineering | <input checked="" type="checkbox"/> Software Engineering | <input checked="" type="checkbox"/> System Engineering |

Under the general direction of the Information Technology (IT) Manager I, the IT Specialist II demonstrates full competence in a specialist analytical role with authority for making project decisions. The incumbent demonstrates strong team leadership qualities, a high degree of technical versatility, and broad industry knowledge of Contact Center Solutions. As a lead solutions architect, the incumbent performs complex technical assignments and partners with staff in other technical groups to provide technical support and guidance for the Employment Development Department's (EDD) enterprise contact centers. The incumbent is responsible for leading the Enterprise Contact Center modernization project under the EDDNext program. The incumbent is also responsible for the implementation, maintenance, and operations of the EDD's Interactive Voice Response (IVR) and Virtual Contact Center (VCC) application for customers in the Disability Insurance, Unemployment Insurance, Workforce Services, Information Technology and Tax Branches and the Labor and Workforce Development Agency.

The IT Specialist II contributes toward the growth of the Information Technology Branch into a customer-focused service organization by following the Branch's established cultural principles. They will also

continuously improve communications and relationships with vendors, subordinates, peers, management, and customers.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage of Duties	Essential Functions
30%	<p>Performs, analyzes, and resolves the most complex technical tasks related to the Enterprise Contact Center modernization project, including its applications and technology infrastructure, through the project management life cycle following the EDD's Service Delivery Discipline methodology to consistently manage and implement successful work efforts. Demonstrates expert analytical techniques and approaches to determine the nature and scope of the system architecture. Completes a skillful, thorough, and accurate analysis and develops viable solutions to the infrastructure's configuration. Accurately identifies problems and draws valid conclusions that appropriately address the issue; this includes performing risk assessments and responsive strategies to control or reduce risks to the infrastructure architecture. Creates solutions that require minimal or no rework. Ensures that there is an understanding of the problem and a satisfactory solution and develops a suitable alternative. Develops and utilizes "Workarounds" to allow time for thorough completion of a final solution while ensuring stability, interoperability, portability, security, or scalability of system architecture. Prepares accurate, precise, and concise written and oral project status, reports and presentations to management. Mentors technical staff to ensure their work products meet defined requirements and ITB standards. Lead and coordinate with technical support groups and business stakeholders. Mentors technical staff to ensure their work products meet specified requirements and ITB standards. Lead and coordinate with technical support groups and business stakeholders. Demonstrates advanced knowledge of business processes as they apply to EDD applications.</p>
30%	<p>Coordinates with technical staff from EDD and other Departments to define and implement contact center solutions. Collaborates and establishes strong working relationships with business and technical management and staff on processes, workloads, operational services, and customer relations to support and improve the program and applications. Provides IT consultation to the business community to support business programs. Represents the Contact Center team at business and technical meetings across the enterprise. Works closely with extended team members and vendors to define, document, and maintain project processes and product and system documentation. Sustains and updates the processes involved and documents through all the phases of the SDLC – analysis, design, build, test, implementation, and maintenance and operations – for ongoing support. Produces and reviews documentation that helps staff understand and use our Contact Center team's products, which includes Interactive Voice Response (IVR), Hosted Integrated Call Routing (HICR), call surveys, and reporting. Coordinates scheduling resources with the Group managers.</p>
25%	<p>As a solutions architect, frequently contacts vendors to assess new technology. Leads efforts in negotiating contract modifications and analyzes compliance with contract specifications. Investigate, evaluate, and recommend new products, technologies, and methodologies. Create and maintain a roadmap to ensure applications and tools are current. Recommends and implements improvement of application development processes and methods. Provide in-house consulting to technical staff for system design, architecture, and development standards and procedures. Reviews the system architecture and design. Ensure solution alternatives are</p>

Personnel Management Group (PMG) Approval

Duties meet class specification and allocation guidelines.

PMG Analyst initials Date approved
dmg 11/30/2022

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