

YOUR EFFORTS WILL MAKE FI\$Cal A SUCCESS

DUTY STATEMENT

CLASSIFICATION TITLE Information Technology Specialist II	DIVISION NAME Information Technology Division, Business Application Services Office
WORKING TITLE Lead Application Support Specialist	POSITION NUMBER 333-360-1414-VAR
EMPLOYEE NAME Vacant	EFFECTIVE DATE TBD

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 general direction of Information Technology Manager (ITM) I, the Information Technology Specialist (ITS) II serves as a Lead Application Support Specialist providing enterprise-wide application development support of the most complex system reports, interfaces, conversions, enhancements, forms (RICEF) and application security configuration within the Department of FISCAL (FI\$Cal), Enterprise Resource Planning (ERP) System.

The ITS II serves as a technical expert and provides guidance to application support team for troubleshooting production application issues, performing root cause analysis and implementing solutions to fix application defects. The incumbent also works with other subject matter experts (SMEs), such as functional SMEs, information security specialists, database administrators, application administrators, network administrators and server administrators as required to support the application.

The incumbent ensures adherence to the department's business and technology vision, goals and objectives. The ITS II leads efforts to document emerging system functions, processes, and data within the FI\$Cal ERP System. In addition, the incumbent provides continued on-going resolutions for operational needs, and ensures that the FI\$Cal ERP System meets business objectives while adopting latest technology trends and industry best practices.

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

SUPERVISION RECEIVED

The ITS II reports directly to the ITM I.

SUPERVISION EXERCISED

None; May act as a team lead in the absence of 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>
40%	FI\$Cal Application Support: <ul style="list-style-type: none">• Serve as the application support Lead; provide guidance to level 3 application support team for troubleshooting production application issues, performing root cause analysis and implementing solutions to fix application defects.• Work closely with the application support team to analyze defects, assess priority and finalize defect fix approach, based on priority.• Review the root cause of the issues/defects; research and provide recommendations/solutions to complex problems.• Review the Impact Analysis, Technical Design, Build and Unit Test documentation for all production fixes and approve for migration to functional test environments.• Provide technical advice to estimate and plan resources for production support (application defects and enhancements).• Guide application security team with the maintenance of roles, permission lists, query trees and menus providing secure and appropriate access to PeopleSoft applications.• Independently conduct the most complex quality assurance and quality control for the scope of FASS.• Review production data fixes to assess and formulate long term solution where applicable.• Lead technical reviews, retro-fit of application patches, upgrades and configurations for FI\$Cal ERP System.• Coordinate with the database and application administrators to implement application patches and tune application performance.• Ensure that all code migrations follow established processes for final migration to production.• Work closely with batch operations team for smooth functioning of application operations.• Advise production operations team with scheduling fixes and represent development team on change control board for release management approvals.

35%	<p>FI\$Cal Application Development:</p> <ul style="list-style-type: none"> • Serve as a high-level technical expert in various stages of systems development life cycle (SDLC) - analyze, document, design, code, test customized application components within the FI\$Cal ERP System. • Provide technical advice for the system enhancement work with estimating efforts and resource planning. • Coordinate with the functional team for requirement analysis, application design and testing efforts for enhancements. • Facilitate and lead application design discussions, utilizing industry best practices and State Administration Manual (SAM) standards. • Coordinate with the Information Security and functional teams to design, develop and maintain the security for FI\$Cal ERP System. • Apply appropriate technical, industry, and functional knowledge to develop efficient solutions for the business problems/gaps identified by the functional design. • Review and approve technical recommendations in system design to ensure accuracy. • Review code and Structure Query Language (SQL) changes for performance improvements. • Lead the implementation and maintenance of integration components between PeopleSoft and other applications such as Hyperion, Business Intelligence, Transparency, Prime etc. • Lead and participate in design and code walkthroughs and knowledge sharing sessions for FI\$Cal ERP System. • Perform development lead reviews to ensure the development standards are followed and best project technical solutions are being applied in line with industry practices. • Identify and bring attention to issues/risks that may impact the delivery schedule due to delay of developmental activities. • Collaborate closely with other teams to plan and apply FI\$Cal ERP software upgrades. Review and advise on retrofit and system testing efforts related to FI\$Cal ERP software upgrade. • Work closely with operations team and release owners to schedule project and enhancements release.
20%	<p>Administrative Functions:</p> <ul style="list-style-type: none"> • Mentor and provide technical guidance to team members, within the scope of complex application analysis, design and development tasks. • As the Application Service Section SME, provide input on the FI\$Cal Production Release Management Process. • Actively participate in, and complete all internal and external training requirements to enhance the knowledge, skills, and abilities to perform at the highest level, in a very technical

	<p>environment and advise management on training needs for other team members.</p> <ul style="list-style-type: none"> • Develop, maintain and review guidelines, standards and best practices for application development and application support in FI\$Cal. • Research and recommend new technology solutions, conduct proof of concepts and implement solutions to help solve complex business processes and customer requirements. • Identify areas for continuous improvement, process automation and work closely with other teams to implement innovative solutions that increase efficiency of work. • Provide quality and timely project information such as project risks, issues, decisions, change control items, enhancement prioritization or problem resolution to executives, project team members, and stakeholders for the successful implementation and maintenance of the FI\$Cal ERP System.
5%	<p>Marginal Functions:</p> <ul style="list-style-type: none"> • Perform other related duties as required to fulfill FI\$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the division/unit, which may include special assignments.

KNOWLEDGE AND ABILITIES

All knowledge and abilities of the Information Technology Specialist II classification; and

Knowledge of: Emerging technologies and their applications to business processes; business or systems process analysis, design, testing, and implementation techniques; techniques for assessing skills and education needs to support training, planning and development; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the State of California project management standards, methodologies, tools, and processes; software quality assurance and quality control principles, methods, tools, and techniques; research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards.

Ability to: Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update,

or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.

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 will be required.**

WORKING CONDITIONS

The incumbent may 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 FI\$Cal'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.). 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

HR Analyst PR

Date Revised: 5/31/2024