

DUTY STATEMENT

CURRENT

PROPOSED

RPA Number: 24-OEIM-468	Classification Title: Information Technology Associate	Position Number: 810-280-1401-305
Incumbent Name:	Working Title:	Effective Date:
Tenure: Permanent	Time Base: Full-Time	Intermittent Hours Per Month:
Division/Office: Office of Environmental Information Management	Section/Unit: Enterprise Business Services/ Business Engagememnt Services	Reporting Location: Headquarters
Supervisor's Name: Khonesavanh Sanethavong	Supervisor's Classification: IT Supervisor I	CBID: R01
Confidential Designation: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	Designated Position for Conflict of Interest: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Position Telework Eligible: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Supervision Exercised: <input checked="" type="checkbox"/> None <input type="checkbox"/> Lead <input type="checkbox"/> Managerial <input type="checkbox"/> Supervisory		

Human Resources Use Only:

HR Analyst Approval

HR Analyst Name	HR Analyst Signature	Date
Alisha Hardy	<i>Alisha Hardy</i>	6.20.24

General Statement

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and adhere to department policies and procedures regarding attendance, leave, and conduct.

Equity Statement

The Department of Toxic Substances Control (DTSC) values diversity, equity, and inclusion throughout the organization. We foster an environment where employees from a variety of backgrounds, cultures, and personal experiences are welcomed and can thrive. We believe the diversity of our employees is essential to inspiring innovative solutions. Together we further our mission to protect California's people and environment from harmful effects of toxic substances by restoring contaminated resources, enforcing hazardous waste laws, reducing hazardous waste generation, and encouraging the manufacture of chemically safer products.

Position Description

Primary Domain: Business Technology Management; **Secondary Domain: IT Project Management**

Under the general supervision of the Information Technology (IT) Supervisor I, the IT Associate works independently and is responsible for performing a wide variety of tasks in connection with evaluating the feasibility of new IT project requests, developing and maintaining application system user

documentation, and organizing and controlling project activities. In addition, the IT Associate will provide support to DTSC IT projects, including system enhancements and change requests. Specific duties include, but are not limited to:

Essential Functions (Including percentage of time):

35%	<p><u>Scrum Master - Agile team lead and Systems Documentation</u> Provides leadership and direction to the Scrum Team in system enhancement efforts, documenting and resolution facilitation utilizing project management platforms such as Azure DevOps. Writes and edits technical documentation for the Office of Environmental Information Management’s (OEIM) application software systems. Translates complex technical information and concepts into an easy to understand format that is appropriate for the software application system end users. Develops illustrative materials such as drawings, diagrams, or charts that can help clarify written text. Works with the project team and is responsible for reviewing, drafting, creating, and updating user documentation including requirements documents, user guides and manuals, tutorials, quick reference guides, and online help using different media.</p>
25%	<p><u>System Enhancement and Change Request Support</u> Applies the software development life cycle (SDLC) for system enhancements and change requests. Conducts business requirements analysis by eliciting, analyzing, and validating the business needs of DTSC end users. Works with business users and Subject Matter Experts to define and validate detailed business requirements. Works with programming staff and vendors to develop software specifications from the business requirements, and pre-approve test scripts. Meets with DTSC management, system users, and vendors to define business, financial, and operational requirements and to identify and resolve system issues. Works with Business area to define scope and system requirements with regard to creating user stories, flow diagrams, charts, and graphic user interface specifications by translating functional business requirements.</p>
20%	<p><u>IT Customer Service Representative and Project Intake Coordination</u> Acts as the main point of contact delivering customer service, and bridging assigned Program(s)’ needs and IT related services. Researches, reviews and evaluates all proposed IT projects during the initiation phase, scores the proposal using established rating criteria, and presents recommendations to management and the IT Governance Board. Prepares project organization and communication charts, tracks the progress and quality of work being performed to meet project objectives, tracks and manages change requests, keeps the Project Manager (PM) and key stakeholders informed about project status and issues, provides support to Business area in the development of feasibility study reports, and updates the project dashboard.</p>
10%	<p><u>Procurement Document Development</u> Works with technical and other Departmental staff, including the IT Procurement Lead to draft, review and assist with or independently develop IT Procurement documents for Departmental software and/or other IT related services. These procurement documents may include, but are not limited to, Statements of Work, Request for Offers and Request for Quotes.</p>
5%	<p><u>Administrative Duties</u> Performs administrative tasks including, but not limited to: adheres to Department policies, rules and procedures; submits administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately reports time in the Daily Log system; and submits timesheets by the due date.</p>

Marginal Functions (Including Percentage of Time):

5%	<p><u>Other Related Duties</u></p>
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I have discussed these duties with my supervisor and have been provided a copy of this duty statement. I certify I have read, understand, and can perform the duties of this position either with or without reasonable accommodation*.

**A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity. (If you believe reasonable accommodation is necessary, check yes. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Reasonable Accommodation Coordinator.)*

Do you need a reasonable accommodation to perform the essential functions of this position?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
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Employee Name	Employee Signature	Date