

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Specialist I	Working Title DevOps Engineer
Name of Incumbent <i>Click here to enter text.</i>	Position Number 280-349-1402-009
Section/Unit <i>Click here to enter text.</i> SDI Online Operations Group	Supervisor's Name Tracy Shaikh
Division Product Development Division	Supervisor's Classification Information Technology Supervisor II
Branch Information Technology Branch (ITB)	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction <i>Click here to enter text.</i>
	Revision Date 6/12/2020

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 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 checked="" 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.*)

Preferred & Desirable Qualifications: Knowledge and experience with the Disability Insurance program and the State Disability Insurance Online (SDIO) application. Knowledge and experience with system development lifecycle (SDLC) including test concepts, incident triage and system requirements. Leadership, customer service, team building, project management, communication and presentation skills and tools.

3. DUTIES AND RESPONSIBILITIES OF POSITION

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

Under the direction of the Information Technology Supervisor II, the incumbent serves as a member of the State Disability Insurance (SDI) Operations Group and performs various roles from analyst to work effort lead. The incumbent performs a variety of complex tasks in the following areas: incident triage, requirements analysis, design analysis and development, all phases of testing including scenario creation, data preparation and execution, quality, and/or project management, in support of the SDI Online application. The tasks for this position encompasses multiple IT domains: 1) Business Technology Management, 2) Client Services, 3) Project Management and 4) Software Engineering.

The incumbent coordinates and provides project management activities and works closely with team members, staff within EDD, and project vendors to identify business and technical requirements for proposed system modifications or technology requirements.

The incumbent serves as a subject matter expert on SDI and for complex activities related to the management of the SDI Online functionality. Facilitates and documents functional, technical and performance requirements by working directly with business team, vendor and ITB staff. Coordinates with EDD technical and business staff to define and triage data related issues. Utilize industry standard analysis techniques; Data flow Modeling, Use Case Analysis, and Workflow

Analysis. Verifies SDI Online requirements through interviews, workshops and/or existing systems documentation or procedures.

The incumbent contributes toward the growth of the ITB into a customer-focused, service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

Over time, the incumbent will progress through the ranges of the class, and work will increase in complexity as more experience is gained. An incumbent in Range A should be able to perform tasks with some assistance, an incumbent in Range B should be able to perform the same tasks with little assistance, and an incumbent who has reached Range C should be able to perform the tasks independently, and assist newer staff in the process as needed.

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

Percentage of Duties	Essential Functions
60%	Performs complex tasks in following areas: Functional analysis, requirements, design and testing, quality, and/or project management, in support of the SDI Online application. Leads work effort projects through project management life cycle in accordance with EDD’s Service Delivery Discipline methodology to manage and deploy successful SDI Online work efforts, with an emphasis on the testing aspects. Prepares accurate, clear and concise written and oral project status, reports and presentations to management. Demonstrates advanced knowledge of Disability Insurance (DI) business processes and policies including expert level knowledge of SDI Online, Paid Family Leave (PFL) and Mainframe systems.
20%	Facilitates, documents and maintains functional, technical and performance requirements for the development and enhancement of new technical solutions and modifications to EDD’s applications that interface and/or integrate with the SDI Online. Coordinates with technical staff from EDD and other departments to define technical requirements, identify system interfaces and produce technical project documentation. Identifies the relationships between business activities and the application systems. Determines the impact of system changes to the business and vice versa.
15%	Represents SDI Online Operations team at business and technical meetings across the enterprise. Works closely with extended team members, staff within EDD and vendors to define, document and maintain project processes, and product and system documentation. Sustains and updates the process for managing and sustaining these processes and documents through all the phases of the SDLC— analysis, design, build, test, implementation, and maintenance and operations for on-going support.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

Standing: Infrequent (7-12%)	Sitting: Constant (76-100%)
Walking: Infrequent (7-12%)	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: 1-25% of the time
Lifting: 1-25% of the time	Bending/Stooping: 1-25%
Other:	
Type of Environment: a. Cubicle b. Select c. Select d. Select	
Interaction with Public: a. Select b. Select c. Select.	

5. SUPERVISION

Supervision Exercised (e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)

None

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name (Print)

Click here to enter text.

Employee's Signature

Date

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.

Supervisor's Name (Print)

Click here to enter text.

Supervisor's Signature

Date

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

Duties meet class specification and allocation guidelines.

PMG Analyst initials

Date approved

JMB

8/19/2024

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