

DUTY STATEMENT

DGS OHR 907 (Rev. 09/2022)

RPA NUMBER 26691	DGS OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME Project Analysis	REPORTING LOCATION 707 3rd Street, Third Floor, West Sacramento, CA 95605	
SCHEDULE (DAYS / HOURS) Monday - Friday, 8:00 AM - 5:00 PM	POSITION NUMBER 306-072-1404-005	CBID S01
CLASS TITLE Information Technology Supervisor II	WORKING TITLE Business Analysis Supervisor	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION Rank and File Supervisor Specialist Office of Administrative Hearings Client Agency

The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

POSITION CONCEPT

Under the general direction of the Information Technology (IT) Manager I, within the Business Technology Management and IT Project Management domains, the IT Supervisor II manages the Project Analysis team of Business Analysts responsible for fulfilling the IT business needs of DGS customers, in accordance with the State Administrative Manual (SAM) and DGS policy, procedures and strategic objectives.

SPECIAL REQUIREMENTS Conflict of Interest Medical Evaluation Background Evaluation Background Evaluation FTB Office Technician (Typing)

Conflict of Interest

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
25%	Plans, directs, and coordinates the work of the Project Analysis staff responsible for facilitating the resolution of requests by analyzing the customer's business needs in order to define the scope of customer requests, elicit requirements, and develop issue papers to ensure successful delivery of IT solutions which meet the business needs of the customer.
20%	Confirms Project Business Analysts are delivering comprehensive and viable IT solutions by overseeing the complex analyses performed, capturing accurate and thorough requirements, and verifying the customer's business needs are clearly articulated and understood in order to adhere to the predefined business case and project schedule and apply business analysis principles and methods to ensure the implemented solution is of high quality and is in alignment with the overall business strategy.
20%	Oversees Project Business Analysts to identify the customer's business problem or opportunity by collaborating with senior management and units in order to define project requirements, participate in the customer solution evaluation and selection, prioritize work efforts, monitor the progress of the project, and develop new customer initiatives for DGS' various lines of business to ensure timely completion of projects that meet organizational objectives and address the needs of the DGS IT customers.
15%	Develops and implements policies, processes, procedures, and templates by working with the

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 Current Proposed

PERCENTAGE	DESCRIPTION
	Project Analysis team in order to leverage a consistent set of business analyst best practices for the team to follow, maintain, and update, utilizing a central repository designed to provide clear and transparent information for all DGS employees to ensure alignment with both industry standards and state policy.
15%	Supervises, directs, develops, and reviews the work of subordinate staff by communicating unit goals and objectives, establishing performance expectations, inputting, reviewing and approving/denying timesheets, managing staff requests for time off, maintaining adequate staffing, providing direction and information on OHR processes, and developing timely performance evaluations and training plans, in order to provide opportunities for training, promote upward mobility, provide guidance on personnel performance issues, to ensure equal employment opportunities and a harassment and discrimination-free work environment, utilizing Project Accounting and Leave, applicable bargaining unit contract provisions, the Personnel Operations Manual, DGS policies, procedures and guidelines, State Personnel Board and California Department Human Resources' laws, rules and regulations.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Participates in IT organization forums by attending educational workshops, and networking with other IT personnel and vendors in order to maintain knowledge of industry trends and practices, while enhancing the technical knowledge of subordinate staff through training, and to ensure the sustainability of ETS and the Project Analysis unit.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

This position is Hybrid and eligible for telework up to three (3) days a week, in accordance with the Statewide Telework Policy, and will be required to report to the office as needed/required. The successful candidate must reside in California upon appointment.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED