

Duty Statement Rank & File

Proposed
(Submit to HR for Review)
 Final

Print or type.
See Specific Instructions on page 2.

A. Current Position Number 251-1402-XXX	B. Probationary Period /JEP Period 12 months	
C. Incumbent Name Vacant	D. Classification/Job Title Information Technology Specialist I	E. Effective Date
F. Unit, Section, Division Client Services, Systems Engineering, Information Technology Division		G. Location <input checked="" type="checkbox"/> Sacramento <input type="checkbox"/> Los Angeles
H. Name of Immediate Supervisor/Manager David Rosevold	I. Classification/Title of Immediate Supervisor/Manager Information Technology Supervisor II	
J. Bargaining Unit (CBID) <input checked="" type="checkbox"/> BU 1	K. Time Base <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Other	L. Tenure <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Permanent Intermittent <input type="checkbox"/> Limited Term <input type="checkbox"/> Intermittent <input type="checkbox"/> Other
M. Work Schedule Monday - Friday	N. Work Hours 8:00 – 5:00	O. Work Week Group
P. Background Check Required <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Q. Job Requires Driving Automobile <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	R. Certification Required <input type="checkbox"/> Yes Click here to enter text. <input checked="" type="checkbox"/> No

Section II JOB DESCRIPTION

DESCRIBE THE ORIGINAL SETTING AND MAJOR FUNCTIONS

Under the general direction of the ServiceNow Supervisor, the Information Technology Specialist I, is responsible for providing analysis, design, development, installation, implementation, and technical support complex in nature in support of the agency’s ServiceNow platform.

ESSENTIAL FUNCTIONS

- 55% **ServiceNow Support**
Domains: Client Services, Software Engineering, IT Project Management
- Improve skillsets and assist in ServiceNow including, but not limited to, IT Service Management (ITSM), Information Technology Business Management (ITBM), HR Service Delivery (HRSD), IT Operations Management (ITOM), Workplace Service Delivery (WSD), Integrated Risk Management (IRM).
 - Create and modify Javascript (GlideRecord) business rules, client scripts, script includes, UI Scripts where necessary.
 - Assist or lead with the ServiceNow upgrade process: cloning, skipped changes, testing, and communicating new family release features to stakeholders.
 - Support ServiceNow enhancements and defects including working with decision makers, system owners, and end users to define, prioritize, configure, test, and deploy.

- 30% Communicate with Customer Groups/ITD Management
Domains: Business Technology Management, IT Project Management
- Participate as a subject matter expert or Team Member, representing SOS on information technology projects.
 - Analyze business requirements in order to improve system capabilities and automate process workflows in ServiceNow.
 - Work directly with IT Management to align ServiceNow with the agency's strategy.
 - Keep clients informed of requested changes that may affect their respective production systems.
 - Establish and maintain effective working relationships with SOS staff and our customers.
 - Initiative to continually build on current platform knowledge by learning new modules and broadening skillset to improve your ability to lead new ServiceNow enhancements and features with all stakeholders.
 - Experience with documenting, managing business processes by creating flow charts; managing and capturing user stories in Excel, ITBM or MS Project Management.

- 10% Governance, Policy & Procedures Development
Domains: Business Technology Management, IT Project Management
- Establish standards and technical procedures for the agency's office automation platforms.
 - Develop standards and criteria for the installation, operation and management of desktop applications.

MARGINAL FUNCTIONS		Leadership & Staff Development Domain: Business Technology Management and IT Project Management
5%	<input checked="" type="checkbox"/>	<ul style="list-style-type: none"> • Guide, train and mentor IT staff to build their skills and increase their knowledge within the ServiceNow platform. • Continually improve skillsets by completing ServiceNow courses and obtaining certifications. For example, obtain Certified System Administrator (CSA) and maintaining Delta exams. • Conduct technical research including the use of Gartner subscription services and participate in life cycle project implementation. • Keep up-to-date on industry trends and emerging technologies; and make recommendations to efficiently purchase or acquire products or services.

Section III	EMPLOYEE/SUPERVISOR STATEMENT
--------------------	--------------------------------------

You are a valued member of the Secretary of State's office. You are expected to conduct yourself professionally and work cooperatively with team members and others during the course of your duties to enable the department to provide the highest level of service possible. You are to adhere to all applicable state and federal laws, rules and department policies; and exercise good judgment in assisting team members and the public. Your efforts to treat others fairly, honestly and with respect are critical to the organization's mission and values.

EMPLOYEE'S STATEMENT: I HAVE READ AND UNDERSTAND THE DUTIES, RESPONSIBILITIES, AND PERFORMANCE EXPECTATIONS OF THE POSITION AND DISCUSSED WITH MY SUPERVISOR. I HAVE RECEIVED A COPY OF THE DUTY STATEMENT.

I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION WITH OR WITHOUT REASONABLE ACCOMMODATION:

- YES
 NO (Notice HR to discuss possible reasonable accommodation)

EMPLOYEE NAME (PRINT FULL NAME) ▶	EMPLOYEE SIGNATURE ▶	DATE SIGNED ▶
--------------------------------------	-------------------------	------------------

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE.

SUPERVISOR NAME (PRINT FULL NAME)	SUPERVISOR SIGNATURE	DATE SIGNED
▶	▶	▶