

## YOUR EFFORTS WILL MAKE FI\$Cal A SUCCESS DUTY STATEMENT

<b>CLASSIFICATION TITLE</b>  Information Technology Specialist I	<b>DIVISION NAME</b> Information Technology Division, Emerging Technologies and Integration Services Office, Enterprise Integration Services Section
<b>WORKING TITLE</b>  Enterprise Application Integration Analyst	<b>POSITION NUMBER</b>  333-360-1402-002, 333-350-1402-012
<b>EMPLOYEE NAME</b>  VACANT	<b>EFFECTIVE DATE</b>  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 direction of the Information Technology Manager I the Information Technology Specialist I (ITS I) serves as a technical expert to analyze, design, develop, implement, document, debug and support most complex Interfaces and production batch support for the Enterprise Integration Services Section within the Information Technology Division.

The Information Technology Specialist I works independently, providing enterprise-wide data integration support of the system interfaces, conversions, enhancements, and production batch operations support within the FI\$Cal Financial Application. The ITS I provides continued on-going resolutions for operational needs, and ensures that the FI\$Cal Financial Application meets business objectives while adopting latest technology trends and industry best practices. The incumbent ensures adherence to the department’s business and technology vision, goals and objectives. The ITS I leads efforts to document emerging system functions, processes, and data within the FI\$Cal Financial Application. The ITS I is also responsible for the Information Technology Infrastructure Library (ITIL) and the Information Technology Service Management (ITSM) process development and support.

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

### **SUPERVISION RECEIVED**

The ITS I reports directly to Information Technology Manager I.

**SUPERVISION EXERCISED**

None.

**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:

<b><u>% OF TIME</u></b>	<b><u>ESSENTIAL FUNCTIONS</u></b>
<b>45 %</b>	<b>APPLICATION SUPPORT</b> <ul style="list-style-type: none"><li>• Provide analytical and technical application support for incidents and issues reported for the highly intricate and multifaceted custom components within FI\$Cal Financial Application.</li><li>• Perform root cause analysis and create knowledge base articles or technical automation as required for the FI\$Cal Financial Application.</li><li>• Execute problem management processes/procedures for production and test FI\$Cal Financial Application.</li><li>• Update, maintain, deliver, and execute the schedule for operational tasks and procedures.</li><li>• Provision and maintain SFTP User Access, and Interface Directories, and Permissions</li><li>• Design, development, maintenance, administration, and continuous improvement of enterprise information technology service management solutions.</li><li>• Update, maintain, deliver, and execute procedures to receive/transfer files and exchange data files with FI\$Cal Enterprise Resource Planning (ERP) systems interfaces.</li><li>• Update, maintain, deliver and execute procedures for monitoring all FI\$Cal ERP system interfaces/batch jobs for reporting successful or unsuccessful interface exchanges, and for recovering from failed interfaces.</li></ul>
<b>35 %</b>	<b>SYSTEM ANALYSIS AND SUPPORT</b> <ul style="list-style-type: none"><li>• Serve as a technical expert in various stages of Systems Development Life Cycle (SDLC)</li><li>• Analyze, document, design, code, test customized application components within the FI\$Cal Financial Application.</li><li>• Independently review high-level business requirements and collaborate with functional SMEs and/or key users in developing impact analysis, multiple solution ideas, designs, and estimating work efforts for proposed application changes.</li><li>• As a lead participate in on-going system maintenance and operations activities.</li><li>• Planning and managing support for change management tools and processes.</li><li>• Maintaining the change schedule and projected service outage.</li><li>• Coordinating interfaces between change management and other processes.</li></ul>

	<ul style="list-style-type: none"> <li>Facilitate, prepare for, and participate in application design discussions, utilizing industry best practices and State Administration Manual (SAM) standards.</li> <li>Lead and participate in review meetings and discussions for the functional and technical documentation of the most complex and multifaceted ERP customizations.</li> <li>Develop and maintain system documentation (i.e. physical/logical architecture diagrams, data flow diagrams, and etc.); provide management updates as needed.</li> </ul>
15 %	<p><b>TRAINING AND KNOWLEDGE TRANSFER</b></p> <ul style="list-style-type: none"> <li>Participate in meetings and discussions with all FI\$Cal divisions/units providing knowledge and expertise in highly complex and multifaceted ERP methodologies.</li> <li>Mentor Integration Services staff, within the scope of the more difficult and complex application analysis, design and development tasks and assignments.</li> <li>Provide expert technical assistance in the development of training materials and the education and training to FI\$Cal division/unit members by attending meetings, participation in focus group discussions, and providing proposed solutions for approval.</li> <li>Actively participate in, and complete all in-house and outside training requirements.</li> </ul>
<b>% OF TIME</b>	<b>MARGINAL FUNCTIONS</b>
5%	<ul style="list-style-type: none"> <li>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 team/unit, which may include special assignments.</li> </ul>

## **KNOWLEDGE AND ABILITIES**

**Knowledge of:** Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

**Ability to:** Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop

decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

**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. The incumbent may be required to carry a cell phone and required to work outside normal work schedule. **Fingerprinting and background check are required.**

**WORKING CONDITIONS**

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 the Department of Fiscal'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.)

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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.

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Hiring Manager Signature \_\_\_\_\_ Date \_\_\_\_\_

HR Analyst AR

**Date Revised: 12/26/2024**