DUTY STATEMENT
Department of Finance
Human Resources Office

The Department of Finance's mission is to serve as the Governor's chief fiscal policy advisor and to promote long-term economic sustainability and responsible resource allocation.

NAME		EFFECTIVE DATE	
UNIT	Specialized Systems Development	**POSITION NUMBER**	300-911-1402-005
CLASSIFICATION	Information Technology Specialist I		

SCOPE

Under the direction of the Information Technology Manager I and Information Technology Specialist II, the incumbent may perform a wide variety of tasks requiring regular innovative problem-solving within broadly stated and non-specific guidelines. The scope typically includes multiple program areas, and involves planning, developing, and implementing technological solutions that are essential to the missions of the overall organization, or affecting large numbers of people on a long-term or continuous basis in one or more of the Business Technology Management, Client Services, Information Security Engineering, Information Technology Project Management, Software Engineering, or System Engineering domains.

The IT Specialist I (ITS I) demonstrates full competence in a specialized analytical role at this level of proficiency. The ITS I takes technical accountability for work done and decisions taken. The ability to give technical or team leadership is demonstrated with a high degree of technical versatility and broad industry knowledge. Work performed at the ITS I level involves isolating and defining unknown conditions, using technologies to resolve critical problems, and developing new application of existing technologies. Work performed at the ITS I level affects the work of other experts, the development of major aspects of technology projects, programs or missions, or the products and services of substantial numbers of users.

ESSENTIAL FUNCTIONS:
The incumbent is required to have broad knowledge of information technology governance principles and guidelines to support decision making; knowledge of complex business processes and systems; exercise a high degree of initiative; independence of action and originality; demonstrate tact and good independent judgment; communicate effectively; develop and maintain effective and cooperative working relationships; easily adapt to changing priorities; work as part of a team; able to work under pressure to meet stringent deadlines; and maintain regular, consistent, and predictable attendance in the performance of these specific functions:

ESSENTIAL FUNCTIONS

50%	**Software Engineering:** • Define and design software solutions using industry standards and methodologies. • Develop plans relating to design, coding, testing, defect management, system integration, implementation, and documentation of software components by outlining tasks and developing timelines and schedules. • Design, develop, implement, test, and maintain software that adheres to organizational enterprise architecture standards, ensuring secure, reliable, and accessible solutions. • Perform software product deployment and release management activities. • Develop and maintain software documentation for each phase of the system development life cycle to ensure maintainability. • Develop, update, and implement standards, procedures, and controls to ensure proper installation, configuration, maintenance, security, reliability, and availability of systems/databases. • Other duties as required.

15%	**System Engineering:** • Advise, create, or participate in the design of new system architecture, standards, and methods to support organizational needs. • Conduct research and perform analysis to recommend system upgrades, cost-effective solutions, and process improvements to meet current and future needs. • Consult with stakeholders to identify infrastructure system requirements and recommend technology, hardware, software, and plans installation. • Coordinate system installation, operations, maintenance, repairs, and/or upgrades. • Execute test plans for system upgrades or releases. • Install, configure, administer, test, and maintain systems. • Troubleshoot, track, and conduct root cause analysis of system/database/operational issues utilizing standard procedures until resolved or escalated. • Other duties as required.
15%	**Business Technology Management:** • Formulate business cases, feasibility studies, and research analysis reports related to technology endeavors. • Provide IT consultation to business community to support business programs. • Coordinate and consult with users, administrators, and engineers to identify business and technical requirements for proposed system modifications or technology requirements. • In coordination with the business community, assist in business process re-engineering efforts. • Other duties as required.
10%	**Information Technology Project Management:** • Apply industry standards, principles, methods, and techniques to manage a project through all phases of the Project Management and System Development Life Cycles. • Monitor or track project milestones and deliverables to ensure that the project deliverables are on time, within budget, and at the required level of quality. • Create detailed work plans which identify and sequence the activities needed to successfully complete the project. • Define the scope of the project in collaboration with stakeholders. • Develop schedules for project completion that effectively allocate the resources to the activities. • Develop and sustain cooperative working relationships with project stakeholders through all project phases. • Develop time and cost estimates and capture actual data for analysis and management. • Document lessons learned and post-implementation reports. • Evaluate, monitor, and ensure compliance with laws, regulations, policies, standards, or procedures. • Keep abreast of changes in industry practices, technology trends, and emerging technology trends by reviewing current literature, talking with colleagues, participating in educational programs, attending meetings or workshops, or participating in professional organizations or conferences. • Lead and/or direct the documentation of business processes or operational activities. • Manage or oversee all aspects of one or more projects, including people, resources, and schedules. • Manage single or multiple projects ranging in complexity based on business and technical factors.

	• Meet regularly with the project team (state and vendor), project sponsor, project steering committee, governance, directorate, control agencies, and other external stakeholders to review project progress, discuss outstanding project issues and mitigation strategies, and communicate upcoming project activities. • Monitor the progress of the project and make adjustments as necessary to ensure the successful completion of the project. • Prepare project status reports by collecting, analyzing, and summarizing information and trends. • Review the quality of the work completed with the project team on a regular basis to ensure that it meets the project standards. • Other duties as required.
5%	**Information Security Engineering:** • Develop and/or review data sharing agreements prior to release of confidential information. • Investigate and report security incidents. • Analyze business impact and exposure, based on emerging security threats, vulnerabilities and risks to recommend IT solutions. • Other duties as required.
5%	**Client Services:** • Provide metrics on services to support service level agreements. • Develop, implement, and maintain training. • Other duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES

The incumbent is required to possess all knowledge of the Information Technology Associate classification, and the following knowledge:
- 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.

The incumbent is required to possess all abilities of the Information Technology Associate classification, and the following skills and abilities:
- 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.
- Assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

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.) I also acknowledge, under certain circumstances, I may be required to physically come into the office at any time within a reasonable amount of time.

EMPLOYEE SIGNATURE		DATE	

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position and have provided a copy of this duty statement to the employee named above.

SUPERVISOR NAME	

SUPERVISOR SIGNATURE		DATE	

PROGRAM BUDGET MANAGER (PBM) NAME	

PBM SIGNATURE		DATE	