EDD Employment Development Department
State of California

☒ Current
☐ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Specialist I	Working Title Programmer Analyst
Name of Incumbent	Position Number 280-350-1402-059
Section/Unit Mainframe Tax/Employer Services Section	Supervisor's Name
Division Application Services Division	Supervisor's Classification Information Technology Manager I
Branch Information Technology Branch (ITB)	Duties Based on: ☒ Full Time ☐ Part Time - Fraction
	Revision Date 1/3/2024

2. REQUIREMENTS OF POSITION

Check all that apply:

☒ Conflict of Interest Filing (Form 700) Required   ☐ Call Center/Counter Environment

☐ May be Required to Work in Multiple Locations   ☒ Requires Fingerprinting & Background Check

☐ Requires DMV Pull Notice   ☐ Bilingual Fluency *(specify below in Description)*

☒ Travel May be Required   ☐ Other *(specify below in Description)*

Description of Position Requirements *(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)*

Occasional travel to attend meetings, trainings, or operational support.

3. DUTIES AND RESPONSIBILITIES OF POSITION

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

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☒ Business Technology Management   ☒ IT Project Management   ☒ Client Services

☒ Information Security Engineering   ☒ Software Engineering   ☒ System Engineering

Under the direction of the Information Technology Manager I, the Information Technology Specialist I (ITS I) will be assigned to the Mainframe Tax/Employer Services Section. The ITS I works in a project team environment performing Employer Reporting work to support the business functions that include may involve a wide variety of tasks that include (Requirements Gathering, Analysis, Design, Coding, Unit Testing, Integration Testing, Support System Testing, Implementation of Programs and Maintenance). The scope typically includes multiple program areas, and involves planning, developing, and implementing technological solutions including Mainframe, COBOL, JCL, DB2, CICS, etc., across all groups that are essential to the missions of the overall organization, or affecting large numbers of people on a long-term or continuous basis. The incumbent is expected to demonstrate innovative problem-solving skills within broadly stated and non-specific guidelines in one or more of the following domains: Business Technology Management, Client Services, Information Security Engineering, Information Technology Project Management, Software Engineering, or System Engineering.

Incumbent may: perform feasibility studies and research analysis related to technology projects; provide information technology consultation in support of business programs; provide metrics on service level agreements; develop and/or review data sharing agreements prior to release of confidential information; analyze business impact and exposure based on emerging security threats; monitor project milestones and deliverables; coordinate and consult with users, administrators, and engineers to identify business and technical requirements; develop and sustain cooperative working relationships with project stakeholders; perform software product deployment and release management activities; define and design software solutions; identify infrastructure system requirements and recommend technology, hardware, software, and plans installation; advise, create, or participate in the design of new system architecture, standards, and methods to support organizational needs; install, configure, administer, test, and maintain communication software systems; conduct research and perform analysis to recommend system upgrades, cost-effective solutions, and process improvements; troubleshoot, track, and conduct root cause analysis of system/database/operational issues; and act in a lead role over lower-level staff.

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

Percentage of Duties	Essential Functions
35%	Serves in a lead capacity on application projects. Works with customers to elicit, develop, and document requirements (A condition or capability needed by a user to solve a problem or achieve an objective) of what is needed to solve the business need. Meets both independently and in teams and develops high-level and detailed documentation. Designs and maintains program specifications. Develops and codes complex new programs and maintains old programs. Develops and conducts tests using various testing methodologies. Prepares system and program test specifications, test plans, test data and validates results. Conducts and participates in all phases of the System Development Life Cycle.
30%	Serves as lead on projects of moderate complexity and develops work plans and documentation in relation to the System Development Lifecycle (SDLC). Works with project team to produce project schedules and staff assignments. Negotiates business priorities and meets with business customers, IT management and staff. The customers can be external/internal such as Unemployment Insurance Branch (UIB), Disability Insurance Branch (DIB), Tax Branch, Workforce Services Branch (WSB), and Department of Labor (DOL).
20%	In a lead capacity, monitors, mentors and trains lower level staff. May assist lower level staff in understanding and interpreting work assignments delegated by their supervisors/managers.

Percentage of Duties	Marginal Functions
10%	Collaborates with IT staff and internal and external customers to facilitate an open exchange of ideas and provide for effective communication for successful implementation of IT projects. Fosters and provides communication methodologies to motivate and develop positive working relationships based on mutual respect and trust.
5%	Performs other duties as assigned.

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

Standing:	Repetitive (26-33%)	Sitting:	Intermittent (34-50%)
Walking:	Repetitive (26-33%)	Temperature: Environment	Temperature Controlled Office
Lighting:	Artifical 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. Required to assist customers on the phone and in person.   b. Select   c. Select.

5. SUPERVISION

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

Does not supervise

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)

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)

Supervisor's Signature   Date

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

☒ Duties meet class specification and allocation guidelines.	PMG Analyst initials NM	Date approved 3/26/2025

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:

**   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**