

**Department of Consumer Affairs**

Position Duty Statement

HR-041 (new 7/15)

<b>Classification Title</b>	<b>Board/Bureau/Division</b>
Information Technology Associate	Contractors State License Board (CSLB or Board)
<b>Working Title</b>	<b>Office/Unit/Section – Geographic Location</b>
Information Technology Business Analyst	Office of Information Technology / Business Consulting Unit – Sacramento
<b>Position Number</b>	<b>Name and Effective Date</b>
622-120-1401-009	

General Statement: Under the general supervision of the Information Technology Manager I (ITM I), the Information Technology Associate analyzes and conducts activities associated with developing, documenting, improving and maintaining CSLB business processes that support the Board’s 44 license and certification types and enforcement activities. The Information Technology Associate position is in the Information Technology Client Services domain. Specific duties include, but are not limited to:

**A. Specific Assignments [Essential (E) / Marginal (M) Functions]**

**80% Develop, Document, Improve and Maintain CLSB Business Processes (E)**

Works with CSLB management and Subject Matter Experts (SMEs) (“Business Staff”) to develop, document and continuously improve business processes in CSLB’s Licensing and Examination, Enforcement, and Administration Divisions. Convenes and facilitates meetings with CSLB staff and other entities to identify and gather “as is” business process information at the task level. Develops, documents and suggests improvements/changes for business processes, and identifies and proposes the elimination of processes that are duplicative and/or bring no value. Verifies and validates proposed improvements to ensure effectiveness. (40%)

Prepares, updates, baselines and maintains business process packages for each business process including a summary page describing the process, document control information, Business Process Diagrams (BPD) depicting and documenting the functional steps that support the business process and written narratives describing each process. Updates and maintains a cross-reference matrix for use-cases and BPD processes and prepares other documentation deemed necessary. Facilitates meetings with staff to validate the completed documentation and make changes as needed. (20%)

Assists with the change control process ensuring requests for changes follow the process. Coordinates all steps of the change control process with Business Staff and Information Technology (IT) staff ensuring all steps have been completed appropriately and accurately. (15%)

Analyzes business functions and maps to existing IT systems. Documents specifications and technical requirements of existing IT systems. (5%)

**15% Develop Business Process Use-Cases/Test Records (E)**

Develops use-cases and test records that represent each updated and/or new business process (both manual and automated). Creates summary page describing test scenario, document control information, and identifies test case number, name, descriptions and actors. Prepares main flow (expected results) identifying each step in the flow, step number, description, design reference, and alternative flows such as error processing/flow. Conducts testings, documents pre-/post- conditions and results. Prepares other documentation deemed necessary and when needed to aid in development and/or testing.

**5% Additional Assignments (M)**

Assists management with special projects. Participates in information sharing meetings and attends training classes for personal development.

**B. Supervision Received**

Incumbent is under the general supervision of the ITM I and will also receive direction from the lead Information Technology Specialist I.

**C. Supervision Exercised**

None

**D. Administrative Responsibility**

None

**E. Personal Contacts**

Incumbent has daily contact with all levels of the IT staff, consultants, CSLB staff, and other government agencies.

**F. Actions and Consequences**

Failure to exercise good judgment in accurately developing and documenting business processes could result in programs being unable to appropriately address the organization's business needs and therefore impact the CSLB's ability to carry out its mission. Inability to properly manage project time could result in the CSLB missing legislatively mandated deadlines. Applying common sense and logic in responding to requests for information will increase efficiency and productivity, minimize duplicative effort, and eliminate project restarts.

**G. Functional Requirements**

The incumbent works 40 hours a week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer, telephone, and computer room is essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position. Incumbent must be able to lift stacks of paper up to 25 pounds. Requirements for overtime, weekend, and after-hours work are dictated by workload and systems maintenance tasks.

**H. Other Information**

Incumbent must possess good communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to CSLB management needs.

**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 Health & Safety analyst.)

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Employee Signature Date

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Printed Name

**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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Supervisor Signature Date

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Printed Name

Approved 9/2018 MC