

**DUTY STATEMENT**

GS 907T (REV. 03/05)

**SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY****INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

**10724-ETS**

EFFECTIVE DATE:

<b>DGS OFFICE OR CLIENT AGENCY</b> Enterprise Technology Solutions	<b>POSITION NUMBER (Agency - Unit - Class - Serial)</b> --
<b>UNIT NAME AND CITY LOCATED</b> Customer Technology Services-Service Management	<b>CLASS TITLE</b> Staff Information Systems Analyst (Specialist)
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday 8 a.m. to 5 p.m.	<b>SPECIFIC LOCATION ASSIGNED TO</b> 707 Third Street, 3 <sup>rd</sup> Floor, West Sacramento
<b>PROPOSED INCUMBENT (If known)</b>	<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 306-072-1312-048

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

**BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS**

Under the general supervision of the Data Processing Manager II, the incumbent serves as the advanced technical specialist in IT Service Management and performs complex technical duties, research, and analytics, associated with DGS mission and IT business critical functions.

<b>% of time performing duties</b>	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
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30%	<p><i>All work is to be performed in accordance with State and Federal laws and rules, State Personnel Board, CalHR, State Administrative Manual (SAM), Government Code and other statutory mandates, and/or principles and guidelines of the Department of General Services (DGS) Executive Management.</i></p> <p>The Department of General Services' (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.</p> <p><b>ESSENTIAL FUNCTIONS</b> <b>IT Service Management (ITSM)</b></p> <p>In order to manage the complex physical and virtual IT environments across the enterprise:</p> <ul style="list-style-type: none"> <li>• Lead the development of complex ITSM-based management processes and controls to ensure quality is maintained to meet business objectives.</li> <li>• Perform the integration of ETS' complex ITSM-based processes such as release and configuration management within all aspects of the Microsoft System Center.</li> <li>• Lead and promote continual service improvement to improve quality and customer satisfaction with complex IT services; review analytics from Service Center and Customer Support performance metrics through Microsoft System Center and provide feedback to leadership on customer survey results.</li> <li>• Maintain the day to day oversight and resolution, including of complex Service Operations issues such as repetitive service outages, in order to identify singular incidents that become reoccurring enterprise-wide problems.</li> <li>• Lead complex inter-process changes with process owners in order to ensure the change does not impact any other IT service function; i.e. upgrading IE8 is compatible with DGS' applications.</li> </ul>
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**SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

<b>SUPERVISOR'S NAME (Print)</b> Terri Bollinger	<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
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**EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT**

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

<b>EMPLOYEE'S NAME (Print)</b>	<b>EMPLOYEE'S SIGNATURE</b>	<b>DATE</b>
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25%	<ul style="list-style-type: none"> <li>• Create and maintain the ETS IT Service catalog, containing the collection of services offered by ETS.</li> <li>• Develop and maintain an appropriate ITSM structure for service delivery in order to ensure ETS is meeting the service level agreements with customers.</li> <li>• Serve as lead with the Customer Relations Unit on appropriate Service Level Agreements and Operational Level Agreements in place to support any new complex services.</li> <li>• Perform complex analysis of continual ITSM improvement to meet ETS and business needs.</li> </ul> <p><b>Change Management</b> Serve as the single point of contact for all internal ETS change management functions and is responsible for executing the Change Management process tasks in adherence to documented procedures and policies:</p> <ul style="list-style-type: none"> <li>• Perform all necessary actions associated with moving complex Request for Changes (RFC) through the workflow process such as documenting change requests, facilitating change discussions, and distributing decisions to the Change Advisory Board (CAB)</li> <li>• Evaluate complex RFCs that do not meet the documented process and make recommendations to the requestor for needed changes.</li> <li>• Create, manage, coordinate and execute the Request for Change documents through the Change Management process and the CAB meetings which includes facilitating the RFCs to CAB members.</li> <li>• Lead and facilitate all CAB and Emergency CAB meetings and publishing critical decisions to the internal SharePoint site.</li> <li>• Identify the Forward Schedule of Change in order to ensure CAB awareness of any upcoming changes that may impact their functional area.</li> <li>• Coordinate with all necessary resources to ensure change building, testing, and implementation, occurs as documented within Change Records and in accordance with both scheduling and execution.</li> <li>• Identify Change Management process improvements and collaborates with cross functional teams to implement recommended Change Records in order to improve service quality delivery.</li> <li>• Conduct complex Post-Implementation reviews for all implemented changes to ensure documented success criteria.</li> <li>• Analyze documented changes that have been revoked or have failed to meet ETS standards to ensure re-evaluation by Change Owners and report back to the CAB. Initiates follow-up actions to correct any problems or inefficiencies arising during execution of the Change Management Process and highlights any issues or ideas of improvement to the ITSM Manager/CAB.</li> <li>• Review all outstanding RFCs awaiting consideration or awaiting action in order to ensure the RFC is complete and has been distributed to the CAB in the timeframe required through the documented change process.</li> <li>• Communicate high risk / high impact changes to the Change Advisory Board on a daily basis for their review and approval.</li> </ul>
15%	<p><b>Risk Management</b> In an effort to keep Senior Management advised of organizational exposure to IT incidents/problems:</p> <ul style="list-style-type: none"> <li>• Develop and update a complex system for recording, monitoring, and communicating the organization's IT Risk Management program.</li> <li>• Perform the complex assessment of ETS' risk profile and identify and analyze key areas of risk, including level of risk recommendation per the State Administration Manual (SAM); report findings to Senior Management.</li> <li>• Create and publish complex policies, procedures and guidelines on IT risk management Identify, assess, manage and monitor complex day-to-day risks and communicates risks to Senior Management in order to comply with ETS' security policies and procedures.</li> <li>• Consult with ETS management on complex risk mitigation for reoccurrence of incidents/problems in order to initiate follow-up actions to correct any problems or inefficiencies arising during execution of the Risk Management Process and highlights any issues or ideas of improvement to the ITSM Manager/CAB.</li> </ul>
15%	<p><b>Configuration Management</b> In order to maintain up-to-date and historical records of configuration:</p> <ul style="list-style-type: none"> <li>• Lead the planning of complex configuration management databases and activities such as documenting historical record of system state and tracking application resources to ensure immediate response time when outages occur.</li> </ul>

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10%	<ul style="list-style-type: none"> <li>• Identify complex configuration items and collect information about the current state in order to provide enhanced system reliability through more rapid detection and correction of improper configurations that could negatively impact performance.</li> <li>• Receive and obtain announcements of complex changes in the state or condition of configuration items; notify CAB members and management of changes; broadcast alerts to customers if changes will impact their business.</li> <li>• Respond to complex requests for configuration item changes and updates from the Change Management Board.</li> <li>• Perform verification and audit of complex configuration management databases in order to maintain compliance of ETS' standards and create historical documentation.</li> </ul> <p><b>Project Management</b></p> <ul style="list-style-type: none"> <li>• Participate in projects such as workstation refresh and mobile device management, and implement accepted recommendations</li> <li>• Ensure proactive communication with customers and management to keep them abreast of project status using project meetings, e-mail and status reports in accordance with ETS standards.</li> <li>• Apprise management of the status and progress of work unit operations, programs and projects.</li> </ul>
5%	<p><b>MARGINAL FUNCTIONS</b></p> <p>Maintain professional and technical knowledge by attending educational workshops, viewing professional publications, establishing networks, and participating in information technology organization forums in order to be knowledgeable in new technologies.</p> <p><b>KNOWLEDGE AND ABILITIES</b></p> <p><b>Knowledge of:</b> Principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; technical report writing.</p> <p><b>Ability to:</b> Analyze information and situations, identify and solve problems, reason logically, and draw valid conclusions; develop effective solutions; apply creative thinking in the design of methods of processing information with information technology systems; establish and maintain effective working relationships with others; communicate effectively.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Extensive knowledge in the Information Technology Infrastructure Library (ITIL) processes</li> <li>• Extensive knowledge in IT Service Management (ITSM)</li> <li>• Proficiency with the Microsoft Office Suite of tools</li> <li>• Ability to lead and/or facilitate teams to consensus</li> <li>• Knowledge of principles and techniques of studying work processes for new or revised information technology systems</li> </ul> <p><b>SPECIAL PERSONAL CHARACTERISTICS:</b></p> <ul style="list-style-type: none"> <li>• A demonstrated interest in assuming increased responsibility, mature judgment, and ability to work independently as well as in a team environment</li> </ul> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</b></p> <ul style="list-style-type: none"> <li>• Fast-paced and fluid professional office environment that requires strong leadership, teamwork, and ability to meet deadlines.</li> <li>• Frequent daily use of a personal computer, hardware and software, and various peripherals at a workstation.</li> <li>• Occasional travel alone locally for meetings and out of town.</li> </ul> <p><b>ADDITIONAL QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Windows PowerShell</li> <li>• Microsoft SCSM, SCOM and SCOrch</li> <li>• Analytical Thinking</li> <li>• Creative Thinking</li> <li>• Planning and Organizing</li> </ul>

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	<ul style="list-style-type: none"><li>• Managing Work</li><li>• Organizational Awareness</li><li>• Ethics and Integrity</li><li>• Forward Thinking</li><li>• Technic</li><li>• al/Professional Knowledge and Skill</li><li>• Thoroughness</li><li>• Written Communication</li></ul> <p><b>INTERPERSONAL SKILLS</b></p> <ul style="list-style-type: none"><li>• Interact successfully in a team environment.</li><li>• Communicate effectively with individuals from varied experiences, perspectives and backgrounds.</li><li>• Maintain a positive attitude under pressure in order to reach the best solution with the customer.</li></ul>