

**DUTY STATEMENT**

GS 907T (REV. 03/05)

**SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY****INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual on instructions on how to complete the Duty StatementRPA-  
**11002-ETS**

EFFECTIVE DATE:

<b>DGS OFFICE OR CLIENT AGENCY</b> Enterprise Technology Solutions	<b>POSITION NUMBER (Agency - Unit - Class - Serial)</b> 306-072-1337-925
<b>UNIT NAME AND CITY LOCATED</b> Customer Delivery Division - Portfolio and Project Management - West Sacramento	<b>CLASS TITLE</b> Senior Information Systems Analyst (Specialist)
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday 8:00 a.m. to 5:00 p.m.	<b>SPECIFIC LOCATION ASSIGNED TO</b> 707 Third Street, West Sacramento
<b>PROPOSED INCUMBENT (If known)</b>	<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b>

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 general direction of the Data Processing Manager IV, the incumbent acts as the project leader for IT Strategy and Planning for the most complex Enterprise Technology Solutions (ETS) service processes. The incumbent leads IT Governance and Planning, coordinates Organization Goals and Metrics and maintains Enterprise Risks.

<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>
35%	<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> IT Governance: In order to lead IT Governance for DGS ensuring alignment of business objectives with technology plans and projects:</p> <ul style="list-style-type: none"> <li>• Lead IT Governance in order to develop processes and procedures to guide decisions regarding the most complex IT projects.</li> <li>• Conduct and provide analysis to guide approving, prioritizing, and controlling projects and the project portfolio as they relate to the selection, acquisition, development, and installation of the most complex information systems.</li> <li>• Conduct highly complex studies and make recommendations with respect to resource needs and availability of appropriate technical and project staff in support of the most complex IT projects.</li> <li>• Conduct portfolio review and effectively communicate portfolio status and risks to management and stakeholders to ensure any needs and risks are communicated and addressed</li> </ul>

**SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

<b>SUPERVISOR'S NAME (Print)</b> Ann Baaten	<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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35%	<p><b>ESSENTIAL FUNCTIONS (continued)</b></p> <ul style="list-style-type: none"> <li>• Collaborates with business owners, subject matter experts, and project leads to facilitate or develop material and processes for decision making.</li> <li>• Responds to highly complex requests for data or IT information on projects from DGS executives and control agencies by developing reporting tools and user instruction manuals throughout the department and maintaining databases.</li> <li>• Assess and communicate risks associated with the most complex IT investments. Facilitate development and documentation of risk mitigation plans working with relevant stakeholders.</li> </ul> <p><b>Strategy and Planning</b> In order to ensure operational efficiencies, alignment to business/program needs and compliance with SAM and SIMM:</p> <ul style="list-style-type: none"> <li>• Lead IT strategic and operational planning to achieve business goals by establishing and maintaining planning schedule, coordinating deliverables (e.g. Technology Recovery Plan, technology roadmap, software plan, etc.) with leadership and subject matter experts in compliance with SAM and SIMM.</li> <li>• Review for clarity and accuracy S1BAs, Business Cases, Business/Technical Requirements, Concept Papers, Decision Memos, and Charters in order to ensure they meet State of California compliance requirements; provide feedback to staff and senior level information systems analysts.</li> <li>• Provide guidance to ETS' business analysts on State of California mandated processes, procedures, and guidelines; including but not limited to training staff one-on-one and in team settings.</li> <li>• Provide continuing education for all ETS staff on new and revised standards, policies and procedures in order to ensure compliance; including but not limited to presentations at all staff meetings and in team settings relational to the teams' area of expertise.</li> <li>• Develop business case justifications and cost/benefit analyses for IT spending and initiatives.</li> <li>• Direct development and execution of an enterprise-wide disaster recovery and business continuity plan.</li> <li>• Define and communicate plans, policies, and standards for the organization for acquiring, implementing, and operating IT systems.</li> <li>• Working with ETS team leads and management establish annual ETS departmental goals, objectives, and metrics. Facilitate reporting of progress to goal.</li> <li>• Develop organization performance dashboard to communicate organization health and risks and enable actions and decisions to improve performance</li> </ul>
25%	<p><b>Project Management</b> In order to successfully develop and improve the most complex ETS processes for systems and automation in accordance with the state CIO, DGS and ETS policies and guidelines:</p> <ul style="list-style-type: none"> <li>• Identifies desired enhancements or reporting needs of the most complex IT systems by meeting regularly with customers and end users.</li> <li>• Leads project planning and oversight of the most complex efforts by providing step to step monitoring of the large departmental enterprise-wide ETS operations projects.</li> <li>• Provides technical ETS expertise and guidance on the project initiation, execution and oversight requirements to customers and management.</li> <li>• Develops Feasibility Study Reports (FSRs), Special Project Reports (SPRs), and Post Implementation Evaluation Reports (PIERs), Concept Papers, Charters, Project Data Sheets, detailed project plans for the most complex efforts in accordance with ETS Project Management Guidelines, PMBOK and CA-PMM.</li> <li>• Leads planning sessions and prepares independent project oversight reports of the most complex project efforts for management.</li> <li>• Develops updates and obtains approvals from stakeholders and steering committee of technical operational project charts and project management plans to gain clarity and agreement.</li> <li>• Documents business issues, requirements, change requests, and evaluation of proposed alternatives.</li> </ul>

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5%	<p><b>MARGINAL FUNCTIONS</b> Attend training classes as needed and satisfactorily complete all team training requirements. As a member of a multi-disciplinary team, perform other duties as required to ensure successful implementation of cost-effective services and products that support our customers.</p> <p><b>KNOWLEDGE AND ABILITIES</b> <b>Knowledge of:</b> Principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; metrics, principles of strategy and planning <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; monitor and resolve problems with information technology systems hardware, software, and processes; establish and maintain effective working relationships with others; communicate effectively.</p> <p><b>SPECIAL PERSONAL CHARACTERISTICS</b></p> <ul style="list-style-type: none"> <li>• Mature judgment, poise, tact, and discretion.</li> <li>• Ability to take initiative.</li> <li>• Ability to facilitate relations between business groups and technology departments.</li> <li>• Solid leadership skills.</li> <li>• Experience at working both independently and in a team-oriented, collaborative environment is essential.</li> <li>• Can conform to shifting priorities, demands, and timelines through analytical and problem-solving capabilities.</li> <li>• Ability to read communication styles of project team leads, team members, and contractors who come from a broad spectrum of disciplines.</li> <li>• Persuasive, encouraging, and motivating.</li> <li>• Ability to defuse tension should it arise.</li> <li>• Advanced interpersonal, written, and oral communication skills.</li> <li>• Adept at conducting research.</li> <li>• Must be able to learn, understand, and apply new technologies.</li> <li>• Ability to effectively prioritize and execute tasks in a high-pressure environment is crucial.</li> </ul> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</b></p> <ul style="list-style-type: none"> <li>• Ability to effectively handle deadlines, sensitive issues, and multiple priorities.</li> <li>• May require occasional overtime work to meet deadlines.</li> <li>• Ability to travel locally to various meetings.</li> </ul> <p><b>DESIRED QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Demonstrated knowledge and recently applied experience using agile methodology.</li> <li>• Have MBA or related IT enterprise program management.</li> <li>• Have proven track record in managing complex IT processes and programs.</li> <li>• Experience with ITIL is a plus.</li> </ul>