

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-
**11004, 11005,
11239-ETS**

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Enterprise Technology Solutions		POSITION NUMBER (Agency - Unit - Class - Serial) 306-072-1337-925	
UNIT NAME AND CITY LOCATED Customer Relations, Strategy and Planning – West Sacramento		CLASS TITLE Senior Information Systems Analyst (Specialist)	
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.		SPECIFIC LOCATION ASSIGNED TO 707 Third Street, 3rd Floor	
PROPOSED INCUMBENT (if known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) - - -	
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 II, the incumbent independently acts as a lead business analyst for the most complex information technology studies and/or systems, works on complex information technology systems problems, and independently leads the most complex studies, requirements gathering, analysis, and recommendations on the most complex information technology solutions.			
% of time performing duties	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>		
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>ESSENTIAL FUNCTIONS Business Analytics</p> <p>In order to elicit, analyze, specify, and validate the most complex IT business needs of project stakeholders and assist business partners in aligning technology roadmaps with strategic objectives in accordance with ETS Strategic Plans and Division/Office Partner Objectives:</p> <ul style="list-style-type: none"> Proactively collaborates with ETS project managers and business partners to define technology scope and vision of the most complex customer requests and projects. Identify project stakeholders and ETS resources' roles and responsibilities, including documenting estimated effort. Resolve the most complex business challenges by leveraging ETS enterprise portfolio for new initiatives. Research, review, and analyze the effectiveness and efficiencies of the most complex existing business processes to recognize enhancement opportunities, offer solution recommendations and leverage existing services in the ETS portfolio. 		
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE			
SUPERVISOR'S NAME (Print)		SUPERVISOR'S SIGNATURE	
		DATE	
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.			
EMPLOYEE'S NAME (Print)		EMPLOYEE'S SIGNATURE	
		DATE	

DUTY STATEMENT

GS 907T (REV. 03/05)

RPA-11004, 11005, 11239 -ETS

% of time performing duties	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>
25%	<p>ESSENTIAL FUNCTIONS (CONTINUED)</p> <ul style="list-style-type: none"> • Conduct interviews to gather the most complex user requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and other methods. • Identify and establish scope and parameters of detailed requirements analysis on a business case by business case basis to define IT business impact, outcome criteria, and metrics. • Present the most detailed business cases to Senior Management in order to prioritize and resource. <p>Business Partner Collaboration</p> <p>In order to provide the highest quality customer service to DGS divisions/offices and external entities, and to independently evaluate and implement the most complex enterprise solutions on their behalf: Independently meets with business partners weekly to discuss their IT program needs.</p> <ul style="list-style-type: none"> • Develops an understanding of customers' most complex business strategies to provide recommendations for technical enterprise solutions. • Translate the most complex and detailed IT systems user requirements into functional requirements and in a clear manner that is comprehensible to developers/project team. • Develop prototypes of interfaces and attributes based on the user requirements for the most complex IT systems. • Create process models, specifications, diagrams, and charts for the most complex IT systems in order to provide direction to developers. • Develop and utilize standard templates for the most complex IT systems to accurately and concisely write requirements specifications. • Develop and conduct peer reviews of the most complex IT business requirements to ensure that requirement specifications are correctly interpreted. • Provide interpretation of user requirements, for the most complex IT systems, into feasible options, and communicating these back to the business stakeholders. • Communicate with customers, management and peers, in order to provide up to date status on IT tasks and projects and standard changes, using email, meetings, and written status reports. • Manages and independently leads the End-to-End customer engagement process through Governance, service methodology and communication protocols.
20%	<p>Project Management</p> <p>In order to facilitate the delivery, acquisition and deployment of enterprise technology solutions and control the flow of project/process information for DGS internal divisions/offices and external agency customers and ETS management in accordance with industry best practices and DGS policies and procedures:</p> <ul style="list-style-type: none"> • Acts as Project Manager in the project planning, initiation, executing, controlling and close-out activities of customer's most complex IT projects which include editing, creating project charters, project management plans; documenting business problems, requirements, evaluation and the of proposed alternatives; leading planning sessions; prepare independent project oversight reports for management; and provide regular verbal and written status reports to customers and management. • Writes, reviews, analyzes and evaluates customer proposed Feasibility Study Reports (FSRs), Special Project Reports (SPRs) and Post Implementation Evaluation Reports (PIERs) by applying current knowledge of industry trends and state and departmental policies by reviewing the completeness of the proposed FSR and compliance with the DGS IT Standards and DGS IT Strategic Plan and contributing to ETS policy updates. • Manage and track the status of requirements throughout the project lifecycle; enforce and redefine as necessary. • Communicate changes, enhancements, and modifications of IT business requirements- verbally or through written documentation – to project managers, sponsors, and other stakeholders so that issues and solutions are understood. • Conduct research on the most complex software and hardware products to meet agreed upon requirements and to support purchasing efforts. • Leads the QA of purchased solutions to ensure features and functions have been enabled and optimized. • Participate in the selection of any requirements documentation software solutions that the organization may opt to use.

DUTY STATEMENT

GS 907T (REV. 03/05)

RPA-11004, 11005, 11239 -ETS

% of time performing duties	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>
15%	<p>Test Planning and Execution</p> <p>Independently leads the most complex system testing for IT systems and guides testing related activities:</p> <ul style="list-style-type: none"> • Reviews the most complex application design proposals to ensure they address all requirement specifications or the system. • Designs and develops the most complex test plans and test cases for ETS Enterprise Application Suite to increase clarity, reduce risk and increase the chances of a successful outcome. • Identifies test functionality needed to test the full scope of all the requirement specifications of a system to ensure the system meets the business needs of its end users. • Analyzes and assesses the most complex requirements, specifications and models for testability, understandability and consistency. • Develops the test plans for DGS's most complex custom and packaged applications as required by the business application manager. • Works with customers during the early phases of the system test lifecycle to ensure test coverage and reduce the chances of discovering significant and costly defects in later phases of the lifecycle • Leads the configuration management of the most complex test cases, test data, test environments, and system options so that they are clear and well documented. • Creates and executes the most complex functional and technical tests to identify defects in custom and packaged software products created by the Application Development team or project management office initiatives. • Provides testing expertise by performing as the system testing and subject matter expert for the most complex system changes during all phases of the System Development Life Cycle to ensure the release of a quality system into the production environment. • Consults, advises and conducts various manual and automated tests to verify the integrity of newly coded solutions into production environment so they are released with limited and minor defects. • Guides and advises testing related to the most complex activities within the entire SDLC with a focus on oversight of SIT and UAT to ensure all quality measures are consistently adhered to. • Creates reports to assist in the oversight, tracking and resolution of defects. • Documents test results, analyzes test results, and prepares defect reports for customers. • Develops the plan and process for each User Acceptance Testing (UAT) initiative and oversees the most complex testing efforts to completion. • Analyzes and evaluates the most complex test results to accurately document results reporting for both severity and priority of the defect.
5%	<p>Technology Research and Development</p> <p>In order to provide state of the art enterprise solution review and alternative processes, and to continuously improve the Enterprise Business Management team in accordance with industry standards and best practices:</p> <ul style="list-style-type: none"> • Researches new technologies and business analytics. • Understands, promotes and embraces the ETS Enterprise Portfolio model. • Explores training and workshop opportunities to improve business processes including communications, • Provide guidance to team members.
5%	<p>MARGINAL FUNCTIONS</p> <ul style="list-style-type: none"> • Stays abreast of all policies and processes governing or impacting DGS businesses; participates in, and actively monitors, enterprise strategic initiatives, goals, missions and values. • In order to adhere to DGS IT purchasing policies and procedures, provides IT technical information to customers aligned with the Desktop and Mobile Computing Justification process. <p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: Principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; technical report writing.</p> <p>Ability to: 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</p>

DUTY STATEMENT

GS 907T (REV. 03/05)

RPA-11004, 11005, 11239 -ETS

% of time performing duties	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>
	<p>technologysystems hardware, software, and processes; establish and maintain effective working relationships with others; communicate effectively.</p> <p>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Demonstrated knowledge of the organization's core business processes and operations . • Experience with business and technical requirements analysis, elicitation, modeling, verification, and methodology development. • Experience participating in the design, development, and implementation of software and hardware solutions, systems, or products. • Ability to create systematic and consistent requirements specifications in both technical and user-friendly language. • Ability to apply statistical and other research methods into systems issues and products as required. • Demonstrated project management skills and project management software skills, including planning and organizing resources. • Understanding of application development and software development life cycle concepts . • Working knowledge of network and workstation operating systems, including the network and operating systems in use in DGS. • Working knowledge of current network hardware, protocols, and standards . • Extensive experience with the organization's core software applications, including listing the organization's core software applications. • Excellent understanding of the organization's goals and objectives. <p>SPECIAL PERSONAL CHARACTERISTICS</p> <ul style="list-style-type: none"> • Able to exercise independent judgment and take action . • Excellent analytical, mathematical, and creative problem-solving skills. • Excellent listening, interpersonal, written, and oral communication skills. • Logical and efficient, with keen attention to detail. • Highly self-motivated and directed . • Ability to effectively prioritize and execute tasks while under pressure. • Strong customer service. • Experience working in a team-oriented, collaborative environment. <p>ADDITIONAL QUALIFICATIONS</p> <ul style="list-style-type: none"> • Analytical Thinking • Creative Thinking • Planning and Organizing • Managing Work • Organizational Awareness • Ethics and Integrity • Forward Thinking • Technical/Professional Knowledge and Skill • Thoroughness • Written Communication <p>INTERPERSONAL SKILLS</p> <ul style="list-style-type: none"> • Interact successfully in a team environment. • Communicate effectively with individuals from varied experiences, perspectives and backgrounds . • Maintain a positive attitude under pressure in order to reach the best solution with the customer .

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-
**11004, 11005,
11239-ETS**

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Enterprise Technology Solutions		POSITION NUMBER (Agency - Unit - Class - Serial) 306-072-1312-925	
UNIT NAME AND CITY LOCATED Customer Relations, Strategy and Planning – West Sacramento		CLASS TITLE Staff Information Systems Analyst	
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.		SPECIFIC LOCATION ASSIGNED TO 707 Third Street, 3rd Floor	
PROPOSED INCUMBENT (if known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) - - -	
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 supervision of the Data Processing Manager II, the incumbent acts as a lead business analyst on complex information technology studies and/or systems, works on complex information technology systems problems, and serves as the lead business analyst performing complex studies, requirements gathering, analysis, and recommendations on complex information technology solutions.			
% of time performing duties	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>		
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>ESSENTIAL FUNCTIONS Business Analytics</p> <p>In order to elicit, analyze, specify, and validate the customers' business needs, and assist business partners in aligning technology roadmaps with strategic objectives in accordance with ETS' Strategic Plan, Division/Office Objectives, and Information Security policies and procedures:</p> <ul style="list-style-type: none"> • Collaborates with business partners, project managers, and project sponsors to determine business needs, document requested project scopes, and process service requests. • Identifies project stakeholders and ETS resources' roles and responsibilities, including documenting estimated effort. • Resolves complex business challenges by leveraging ETS enterprise portfolio for new initiatives. • Researches, reviews, and analyzes the effectiveness and efficiencies of complex existing business processes to recognize enhancement opportunities, offer solution recommendations and leverage existing services in the ETS portfolio. 		
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE			
SUPERVISOR'S NAME (Print)		SUPERVISOR'S SIGNATURE	
		DATE	
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.			
EMPLOYEE'S NAME (Print)		EMPLOYEE'S SIGNATURE	
		DATE	

DUTY STATEMENT

GS 907T (REV. 03/05)

RPA-11004, 11005, 11239 -ETS

% of time performing duties	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>
25%	<p>ESSENTIAL FUNCTIONS (Continued)</p> <ul style="list-style-type: none"> • Conducts interviews to gather complex user requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and other methods in order to solicit best value business cases to meet business needs. • Identifies and establishes scope and parameters of detailed requirements analysis on a business case by business case basis to define business impact, outcome criteria, and metrics. • Presents detailed business cases to Senior Management in order to prioritize and resource. <p>Business Partner Collaboration</p> <p>In order to provide exemplary quality customer service to evaluate, implement and support complex enterprise solutions to DGS Divisions/Offices and external agencies, customers and/or end users:</p> <ul style="list-style-type: none"> • Develops an understanding of customers' complex business strategies through customer engagement sessions to provide recommendations for solutions. • Analyzes and assess business requirements to business partner objectives, develop recommendations and alternatives to meet business objectives, and present recommendations to business partners and stakeholders. • Develops and utilize standard templates to accurately and concisely write Requirement Specifications for Business Case documentation. • Translates complex user requirements into functional requirements in a clear manner that is comprehensible to application developers/project team. • Develops prototypes of interfaces and attributes based on user requirements . • Creates process models, specifications, diagrams, and charts to provide direction to application developers and/or the project team. • Interprets user requirements into feasible options, and communicate back to the business partners . • Communicates with customers, management and peers, in order to provide up to date status on IT tasks and projects and standard changes, using email, meetings, and written status reports. • Assist business partners in the completion of Department of Technology required documents such as the Stage 1 Business Analysis; review for accuracy; and work closely with Department of Technology representative for approval. • Manages and leads the End-to-End customer engagement process through Governance, service methodology and communication protocols
20%	<p>Project Management</p> <p>In order to facilitate the delivery, acquisition and deployment of enterprise technology solutions and control the flow of project process information for DGS Divisions/Offices, external agency customers, and ETS management, in accordance with industry best practices and DGS policies and procedures:</p> <ul style="list-style-type: none"> • Manages projects and/or lead teams in the project planning, initiation, executing, controlling and close-out activities of customer's complex IT projects which include creating project charters and project • management plans; documenting business problems, gathering requirements and evaluation of proposed alternatives; leading planning sessions; preparing Stage 1 Business Analyses for CalTech; and providing regular verbal and written status reports to customers and management. • Reviews, analyzes and evaluates customer proposed Feasibility Study Reports (FSRs), Special Project Reports (SPRs), and Post Implementation Evaluation Reports (PIERs) by applying current knowledge of • industry trends and state and departmental policies to recommend continued efforts based on the feasibility of the proposed document in compliance with the DGS IT Standards and DGS IT Strategic Plan. • Conducts research on complex software and hardware products to meet agreed upon requirements and support purchasing efforts. • Participates in the quality assurance of purchased solutions to ensure features and functions have

DUTY STATEMENT

GS 907T (REV. 03/05)

RPA-11004, 11005, 11239 -ETS

% of time performing duties	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>
15%	<p>been enabled and optimized.</p> <ul style="list-style-type: none"> Participates in the selection of any requirements documentation software solutions that the organization may request. <p>Test Planning and Execution Performs complex system testing for IT systems and guides testing related activities: Reviews complex application design proposals to ensure they address all requirements.</p> <ul style="list-style-type: none"> Conducts meetings with stakeholders to capture and identify all testing that must occur to address the requirement specifications for the system. Designs and develops complex test plans and test cases for ETS Enterprise Application Suite to increase clarity, reduce risk and increase the chances of a successful outcome. Identifies test functionality needed to test the full scope of all the requirement specifications of a system to ensure the system meets the business needs of its end users. Analyzes and assesses complex requirements, specifications and models for testability, understandability and consistency. Develops the test plans for DGS's complex custom and packaged applications as required by the business application manager. Works with customers during the early phases of the system test lifecycle to ensure test coverage and reduce the chances of discovering significant and costly defects in later phases of the lifecycle Leads the configuration management of complex test cases, test data, test environments, and system options so that they are clear and well documented. Creates and executes complex functional and technical tests to identify defects in custom and packaged software products created by the Application Development team or project management office initiatives. Provides testing expertise by performing as the system testing and subject matter expert for complex system changes during all phases of the System Development Life Cycle to ensure the release of a quality system into the production environment. Consults, advises and conducts various manual and automated tests to verify the integrity of newly coded solutions into production environment so they are released with limited and minor defects. Guides and advises testing related to complex activities within the entire SDLC with a focus on oversight of SIT and UAT to ensure all quality measures are consistently adhered to. Creates reports to assist in the oversight, tracking and resolution of defects. Documents test results, analyzes test results, and prepares defect reports for customers. Develops the plan and process for each User Acceptance Testing (UAT) initiative and oversees complex testing efforts to completion. Analyzes and evaluates complex test results to accurately document results reporting for both severity and priority of the defect.
5%	<p>Technology Research and Development In order to provide state of the art enterprise solution review and alternative processes, and to continuously improve the Enterprise Business Management team in accordance with industry standards and best practices:</p> <ul style="list-style-type: none"> Researches new technologies and business analytics. Understands, promotes and embraces the ETS Enterprise Portfolio model. Explores training and workshop opportunities to improve business processes including communications, analysis, project management and solution lifecycle. Provides guidance to team members.
5%	<p>MARGINAL FUNCTIONS</p> <ul style="list-style-type: none"> Stays abreast of all policies and processes governing or impacting DGS businesses; participates in, and actively monitors, enterprise strategic initiatives, goals, missions and values. In order to adhere to DGS IT purchasing policies and procedures, provides IT technical information to customers aligned with the Desktop and Mobile Computing Justification process.

DUTY STATEMENT

GS 907T (REV. 03/05)

RPA-11004, 11005, 11239 -ETS

% of time performing duties	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>
	<p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: Principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; technical report writing.</p> <p>Ability to: 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>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Demonstrated knowledge of the organization's core business processes and operations. • Experience with business and technical requirements analysis, elicitation, modeling, verification, and methodology development. • Experience participating in the design, development, and implementation of software and hardware solutions, systems, or products. • Ability to create systematic and consistent requirements specifications in both technical and user-friendly language. • Ability to apply statistical and other research methods into systems issues and products as required. • Demonstrated project management skills and project management software skills, including planning organizing resources. • Understanding of application development and software development life cycle concepts. • Working knowledge of network and workstation operating systems, including the network and operating systems in use in DGS. • Working knowledge of current network hardware, protocols, and standards. • Extensive experience with the organization's core software applications, including listing the organization's core software applications. • Excellent understanding of the organization's goals and objectives. <p>SPECIAL PERSONAL CHARACTERISTICS</p> <ul style="list-style-type: none"> • Able to exercise independent judgment and take action. • Excellent analytical, mathematical, and creative problem-solving skills. • Excellent listening, interpersonal, written, and oral communication skills. • Logical and efficient, with keen attention to detail. • Highly self-motivated and directed. • Ability to effectively prioritize and execute tasks while under pressure. • Strong customer service orientation. • Experience working in a team-oriented, collaborative environment. <p>ADDITIONAL QUALIFICATIONS</p> <ul style="list-style-type: none"> • Analytical Thinking • Creative Thinking • Planning and Organizing • Managing Work • Organizational Awareness • Ethics and Integrity • Forward Thinking • Technical/Professional Knowledge and Skill • Thoroughness • Written Communication <p>INTERPERSONAL SKILLS</p> <ul style="list-style-type: none"> • Interact successfully in a team environment. • Communicate effectively with individuals from varied experiences, perspectives and backgrounds. • Maintain a positive attitude under pressure in order to reach the best solution with the customer.