

**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-  
**11010 ETS**

EFFECTIVE DATE:

<b>DGS OFFICE OR CLIENT AGENCY</b> Enterprise Technology Solutions		<b>POSITION NUMBER (Agency - Unit - Class - Serial)</b> 306-072-1312-925	
<b>UNIT NAME AND CITY LOCATED</b> Customer Relationship Services - Portfolio and Project Management - West Sacramento		<b>CLASS TITLE</b> Staff 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.			
<b>BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS</b> Under general direction of the Data Processing Manager II, the incumbent acts as a project leader and works on complex Enterprise Technology Solutions (ETS) service processes. The incumbent independently performs appropriate research, studies and activities on complex ETS processes.			
<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>			
<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>			
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.			
30%	<b>ESSENTIAL FUNCTIONS</b> In order to deliver the most cost effective technology-driven solutions to meet customer business needs within the guidelines of DGS Enterprise Technology Solutions Governance: <ul style="list-style-type: none"> <li>Serves as the project leader for the system analysis, documentation and development of complex ETS projects through all phases of lifecycle: facilitation, assisting, planning, initiation, executing, controlling, and close-out activities.</li> <li>Applies ITIL methodologies when developing IT processes and transition plans. Reviews IT deliverables for approval from Stakeholders and Steering team.</li> <li>Ensures projects and accountability across the organization.</li> <li>Ensures project management methodology within ETS, and provides support and guidance to project teams.</li> </ul>		
25%	In order to successfully develop and improve complex ETS processes for systems and automation in accordance with the state CIO, DGS and ETS policies and guidelines: <ul style="list-style-type: none"> <li>Identifies desired enhancements or reporting needs of complex IT systems by meeting regularly with customers and end users.</li> </ul>		
<b>SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</b>			
<b>SUPERVISOR'S NAME (Print)</b>		<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
<b>EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</b>			
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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<p>% of time performing duties</p>	<p>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>
	<ul style="list-style-type: none"> <li>Leads complex project planning and oversight by providing step by 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 complex 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 complex planning sessions and prepares independent project oversight reports of 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 to document business issues, requirements, change requests, and evaluation of proposed alternatives.</li> </ul>
<p>20%</p>	<p>In order to ensure full understanding and compliance of ETS standards governing the use, acquisition and management of technology services:</p> <ul style="list-style-type: none"> <li>Stays appraised of new initiatives and ongoing activities regarding the ETS project initiatives and oversight, project management and ETS acquisition; analyzes the impact on the existing departmental ETS initiatives.</li> <li>Presents recommendations for new and updated dashboards and milestones to management and ETS focus groups to help them gain clarity on the most complex technology services.</li> <li>Establishes the necessary ETS IT departmental processes and procedures for the review and approval of ETS projects by applying extensive knowledge of state and departmental policies and procedures so that the process may be streamlined for efficiency and effectiveness.</li> </ul>
<p>20%</p>	<p>In order to ensure DGS readiness and technology support as governed by the DGS Continuity of Business and Governance plan:</p> <ul style="list-style-type: none"> <li>Researches and develops recommendations for requested IT Services/Systems e.g. Voice Over Internet protocol, Information Technology Service Management, Enterprise Content Management etc., and implements ETS technical projects, guidelines, dashboards, tools, templates, and performance evaluations to successfully advance the operational management and oversight.</li> <li>Trains and mentors ETS staff as needed on Project Management processes, procedures and best practices.</li> <li>Collaborates with departmental management regarding research, development of recommendations, and implementation of ETS agile project management guidelines, procedures, and performance evaluations to successfully advance the department's ETS technical strategic plan/roadmaps by ensuring the timely, complete, and accurate transmittal of relevant information to the appropriate personnel, consistent with the direction of the DGS management and applicable sections of SAM, SIMM and ETS Management Memos and Budget Letters.</li> <li>Responds to complex requests for data or IT information on projects from DGS executives and control agencies by developing reporting tools, such as survey spreadsheets, user instruction manuals throughout the department, and the departmental ETS information database.</li> </ul>
<p>5%</p>	<p><b>MARGINAL FUNCTIONS</b> Attend training classes as needed and satisfactorily complete all team training requirements.</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; 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; monitor and resolve problems with information technology systems hardware, software, and processes; establish and maintain effective working relationships with others; communicate effectively.</p>

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	<p><b>SPECIAL PERSONAL CHARACTERISTICS</b></p> <ul style="list-style-type: none"> <li>• A demonstrated interest in assuming increasing responsibility.</li> <li>• Mature judgment, poise, tact, and discretion.</li> <li>• Ability to take and follow directions from supervisors.</li> <li>• Ability to communicate effectively with customers, peers, and management.</li> <li>• Ability to take initiative.</li> </ul> <p><b>INTERPERSONAL SKILLS</b></p> <ul style="list-style-type: none"> <li>• Excellent communications skills.</li> <li>• Excellent analytical skills to troubleshoot problems or offer alternatives for problem resolution.</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, PMP 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>

