

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 12036 FI\$Cal

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY DGS FI\$Cal		POSITION NUMBER (Agency - Unit - Class - Serial)	
UNIT NAME AND CITY LOCATED Functional Services Office- Sacramento		CLASS TITLE Associate Information Systems Analyst (Specialist)	
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		SPECIFIC LOCATION ASSIGNED TO 2000 Evergreen Street, Sacramento, CA 95815	
PROPOSED INCUMBENT (If known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)	
YOU ARE A VALUED MEMBER OF THE FI\$Cal TEAM AND ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE PROJECT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED.			
Under the general supervision of the Department of General Services (DGS), Financial Information System for California (FI\$Cal), the incumbent works in the FI\$Cal Functional Services Office (FSO) in support of the multidisciplinary effort to develop, implement, utilize, and maintain the FI\$Cal system. The FI\$Cal Project (Project) provides an integrated financial management system in the areas of budgeting, accounting, procurement and contracting, cash management, financial management, financial reporting, cost accounting, asset accounting, project accounting, and grant accounting. The incumbent is assigned full time to the Project and will work on-site at the Project Site. The assignment is within the FI\$Cal FSO and day-to-day tasks will be assigned by the FI\$Cal Functional Managers or DGS Managers.			
% 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><i>This position is designated under the Conflict of Interest Code. The position is responsible for making, or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.</i></p> <p><i>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, while protecting the interests of the State of California". 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.</i></p> <p>Core Competencies FI\$Cal is a matrix organization. The incumbent is working collaboratively in a team environment to carry out his/her duties and takes day-do-day direction from his/her project supervisor. Incumbent works in a matrix organization will:</p> <ul style="list-style-type: none"> • Clearly identify and articulate risks and issues when discovered • Expeditiously resolve those issues • Collaboratively work on those issues in a cross-functional, matrix organization to develop solutions that are best for California as a whole 		
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

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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>
<p>35%</p>	<p>Background Evaluation This position requires Background Investigation clearance.</p> <p>ESSENTIAL FUNCTIONS All work is to be accomplished in accordance with all applicable federal and State laws, rules, regulations and/or guidelines of the Department of General Services (DGS), Department of Finance, FI\$Cal, and the State Administrative Manual. Candidates must be able to perform the following essential functions with or without reasonable accommodation:</p> <p>The incumbent should be able to exercise initiative, independence, and originality by demonstrating tact, and exercising sound judgment that recognizes the best interest of the State and the Project. The incumbent will work as a team member with a group of professional, analytical, and other business staff to meet production support demands in performance of their specific duties.</p> <p>The incumbent is responsible for independently performing information technology and business functions necessary to support the 150+ departments required to transact in FI\$Cal. As part of supporting department, the incumbent will serve as a Subject Matter Expert (SME) in the FSO with a working level knowledge of data processing concepts, practices, methods, principles along with a general understanding of FI\$Cal's business enterprise such as financial management functions and statewide financial reporting functions. The AISA provides assistance and support to departmental end-users regarding FI\$Cal incidents and service requests in the FSC. The incumbent is expected to communicate effectively, both verbally and in writing in order to exchange information with stakeholders, management, partner agencies, and end users.</p> <p>The incumbent will work in a team environment that includes activities necessary to achieve successful implementation of the FI\$Cal Project such as collaboration, development, and review of business and system requirements, gap analysis, data conversion, interface establishment, design, configuration, installation, testing, training, deployment, process re-engineering, change management, communication, and other activities. The AISA plays an important role in the overall success of FI\$Cal by providing highly visible production system support. May act as a team lead as directed or backup to team lead.</p> <p>This position requires the use of good judgment and the ability to work under pressure to meet the deadlines, easily adapt to changing priorities, and respond to emergency demands on short notice. The incumbent is expected to maintain consistent, regular, predictable attendance.</p> <p>The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:</p> <p>Specific Tasks:</p> <p>System Support</p> <ul style="list-style-type: none"> • Sets up General Ledger Module (GL), Budget definitions, Project Costing, Procurement, and/or Asset Accounting related configurations. • Conducts multiple system analysis to determine need for appropriate module configuration. • Designs, assigns and maintains Chart of Accounts (All PeopleSoft Chart fields) and Trees. • Sets up, maintain and troubleshoot multi-step allocations, closing rules, business unit, user preferences for purchasing, contracts and sourcing. • Modifies permission lists, roles and business unit security as needed. • Configures and sets up workflow (User List, Transaction registry, Configuration or route control profiles, etc.). • Works with Project team members to assess, design, develop, improve and support FI\$Cal It systems and processes. • Analyzes existing IT state policies, standards, and procedures to assess the opportunities for process re-engineering; actively participates in decision and policy making sessions. • Supports departments with day-to-day transactions and month end/year end close activities by

resolving complex accounting and purchase order module tickets.

- Develops and executes test scripts to ensure acceptable system functionality and operation.
- Configures various system templates associated with different kinds of transactions in various modules.
- Collaborates with Technology Division and makes recommendations for improvement to management on complex IT system problems and defects through the development and presentation of ODMFs.
- Serves as the advanced technical specialist for the resolution of FSC tickets and/or customer's issues.
- Leads periodic audits of the FSC/FSO documented processes and procedures to meet the industry standards.
- Provides FSC/FSO support for Change Control, Risk and Issue and Configuration Management processes
- Train new FSO Team members on Information Technology Service Management (ITSM) usage and policies.

Documentation and Reporting

- Develops training materials for the FSC/FSO, and train state employees and departments as -needed.
- Conduct analytical studies and create reports for management on information technology best practices and fundamental concepts of the Information Technology Infrastructure Library (ITIL) incident life cycle necessary to support FI\$Cal users, stakeholders, and other customer contacts.
- Participates in the review of FSC/FSO production-related deliverables and recommend approval of deliverables to the FSC/FSO Management Team.
- Develops and/or update call center processes and procedures.
- Analyzes Project risks and issues related to releases going into the production system and develops resolution alternatives to mitigate those risks and issues.
- Prepares and presents daily FSO status reports and updates for FSO Management.
- Reviews and analyzes daily ITSM log to identify ticket trends, system defects, and assist in the resolution of help desk tickets by trouble shooting system related issues.
- Prepares weekly ticket status reports utilizing the ITSM Database.
- Develops reports using PeopleSoft Query or SQL Developer for the FSC management and clients

Client Support

- Troubleshoots the Production issues and provides resolution to the customers in a timely manner.
- Researches, resolves and answers the most complex questions/issues/requests related to the system operation and business process of FI\$Cal.
- Leads and facilitates department facing meetings, workshops, support sessions, and user acceptance testing in support of achieving project objectives.

MARGINAL FUNCTIONS

- Attends meetings and training as needed, which may involve travel
- Works with staff to ensure adherence to related policies, guidelines, formats and protocols
- Complete all team-training requirements
- Special Assignments

KNOWLEDGE AND ABILITIES

Knowledge of:

- Principles, practices, and trends of public and business administration, management, organization, information technology systems equipment, software, analytical techniques, and technical report writing
- Government functions and organization

Ability to:

- Reason logically and creatively, identify and solve problems, develop and evaluate alternatives, draw valid conclusions and 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
- Independently analyze data and present ideas and information effectively both orally and in writing
- Facilitate and/or lead meetings and work groups to accomplish work assignment objectives and goals
- Act as a team leader
- Communicate effectively and establish and maintain relationships with others.

35%

25%

5%

DESIRABLE QUALIFICATIONS

- Knowledge of and ability to learn modern information technology processes
- Familiarity with FSC/FSO concepts, principles, practices and processes for developing and adhering to project management plans, schedule/work plans, risk and issue analysis, deliverable reviews and work processes and procedures used in the information technology project lifecycle.
- Knowledge of and ability to learn and understand the technical aspects of modern information technology management systems
- Ability to acquire and apply knowledge of information technology processes and systems to the business analyst function
- Ability to thrive in a collaborative, dynamic matrix organization
- Ability to adjust to evolving priorities and challenges
- Ability to function as a team member to meet goals and objectives, work on multiple assignments, and meet critical deadlines
- Ability to communicate diplomatically and effectively, both orally and in writing
- Ability to adhere to and model Project Core Values
- Ability to logically plan and organize the work
- Ability to use initiative and independent judgment in resolving issues
- Ability to recognize, support, and perform in the project environment
- Ability to support and perform in the project environment
- Ability to work under pressure to meet deadlines
- Willingness to work flexible and/or excess hours to achieve project schedule requirements
- Knowledge of State procurement and contracting processes, including vendor/supplier management
- Understanding of the State of California's financial processes and relationship of the budget, procurement and accounting functions
- Experience developing and/or implementing a new computer or Enterprise Resource Planning system
- Ability to work professionally and tactfully with others while representing the interests of the State
- Knowledge of and the ability to demonstrate effective customer service principles and practices
- Ability to develop tactics to improve the long-term success of FI\$Cal
- Ability to work diplomatically and effectively as liaison between Subject Matter Experts (SMEs) and other appropriate State personnel

SPECIAL PERSONAL CHARACTERISTICS

- Ability to work efficiently and effectively in a team environment
- Demonstrated ability for assuming increasing responsibility, originality, open-mindedness, and tact
- High level of personal integrity and discretion, mature judgment, loyalty, good attendance, and strong organizational skills
- Demonstrated ability to act independently
- Ability to work with confidential and/or sensitive information and maintain confidentiality

ADDITIONAL QUALIFICATIONS

- The incumbent will need to develop and foster a significant amount of cooperation between the affected organizations
- Demonstrates a commitment to performing duties in a service-oriented manner, especially by assisting FI\$Cal customer departments using the FI\$Cal system
- Knowledge and the ability to demonstrate process development/improvement
- Maintains good work habits and adheres to all policies and procedures

INTERPERSONAL SKILLS

- Ability to work with a wide variety of people
- Strong verbal and written communications skills, excellent telephone skills, and desire to be courteous and helpful

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

- Executive office environment, professional dress, presents self professionally
- Effectively handle stress, multiple tasks, changing priorities, and tight deadlines calmly and efficiently
- Communicate confidently, courteously and timely with a diverse community; individuals with varied experiences, perspectives, and backgrounds; the general public; private sector professionals; Subject Matter Experts from both DGS and other departments, the SI, Project sub-contractors and people of various levels of responsibility within State government, including members of the Legislature and their representatives

- Exercise a high degree of initiative, independence, and originality in performing assigned tasks
- Consistently exercise good judgment and effective communication skills, both oral and written

WORKING CONDITIONS

The incumbent will need to be on-site at the Project to carry out their duties. This position requires the ability to work under pressure to meet deadlines. The sensitivity of the Project may require excess hours to be worked to achieve Project schedule requirements. The incumbent should be available to travel as needed. The incumbent is expected to perform functions and duties under the guidance of the Project's core values. The incumbent provides back-up, as necessary, to ensure continuity of Project activities. The incumbent must maintain regular, consistent, and predictable attendance.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a fax, copier, and general office equipment and use of a cell phone, pager, and laptop computer as needed. This position requires mobility to various areas of the department's work locations. This position requires use of a hand-cart to transport documents and/or equipment up to 15-20 lbs. (i.e., laptop computer, reference manuals, solicitation documents, etc.). Due to the nature of the Project, this position requires the ability to handle stress. The incumbent must possess and maintain sufficient agility and endurance to perform the duties contained in this duty statement with or without reasonable accommodation. The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain good working habits and adhere to all policies and procedures.

SPECIAL REQUIREMENTS

The incumbent will use tact and interpersonal skills to develop constructive and cooperative working relationships with others (e.g., stakeholders, customers, management, peers, etc.) to facilitate communication, to improve the work environment, and increase productivity.