

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-

10852-ETS

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Enterprise Technology Solutions	POSITION NUMBER (Agency - Unit - Class - Serial) 306-072-1337-XXX
UNIT NAME AND CITY LOCATED Customer Relationship Services-Central Testing	CLASS TITLE Senior Information Systems Analyst (SPEC)
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.	SPECIFIC LOCATION ASSIGNED TO 707 Third Street, 3rd Floor, West Sacramento
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-072-1583-007

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, the incumbent acts as project leader on the most complex information technology systems, works on the most complex information technology system problems, and independently performs the most complex studies and activities on the most complex information technology systems and/or teleprocessing networks/systems.

% 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>
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>ESSENTIAL FUNCTIONS Test Planning and Execution</p> <p>Performs 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 requirements. • Conducts meetings with stakeholders to capture and identify all testing that must occur to address the requirement specifications for 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.

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

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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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.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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25%	<ul style="list-style-type: none"> • Lead 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, performs 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. <p>Oversight and Communication Supports an environment conducive to open communication both within the team and with the various peer groups and business customers the team interacts with. Further, this environment is conducive to active engagement and transparent oversight:</p> <ul style="list-style-type: none"> • Responsible for leading and coordinating the planning, organizing, guiding, and completion of the most complex activities involved in testing development, application enhancement, and project support. • Analyzes the most complex requests for services and provides and advises management on the impact or the potential impact. • Conducts test scheduling and prepares management testing reports. • Functions as both a testing and application subject matter expert for various applications and testing levels. • Responsible for serving as a liaison between non-technical testing staff and information technology stakeholders as they relate to IT system development. • Works with all levels of parties (business users, IT staff, or vendor) impacted by system enhancement to help them understand what is needed to develop stronger requirements, clearer designs and higher quality and more thorough tests. • Gathers and report metrics on defects so that they can track progress and estimate completions of the various test phases. • Communicates effective suggestions and concerns for application design proposals and negotiates options with DGS staff and managers. • Analyzes and reports the most complex testing risk and exposure based on defect reporting and testing results • Provides timely and accurate reports to management in order to maintain operational readiness. • Reports risks based on test results and open defects to management so that mitigation plans can be put in place timely. • Communicates effectively with Central Test Services customers to ensure they understand their roles and responsibilities and those of the Central Test Team related to the system test lifecycle including keeping them aware of the current status of each of their test engagements.
15%	<p>Quality Assurance Ensures compliance with Software Quality Assurance (SQA) standards around the Software Testing Life Cycle (STLC):</p> <ul style="list-style-type: none"> • Develops and maintains quality standards for the Software Development Life Cycle (SDLC) process and ensures the standards of SQA and SDLC are maintained in testing approach. • Ensures DGS compliance with SQA goals and leads the activities of SQA in the DGS enterprise by conducting independent review of business requirements, planning, executing and complex reporting on SQA activities.

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<p>10%</p>	<ul style="list-style-type: none"> • Leads quality assurance review and approval sessions to ensure a quality system is delivered to production. • Analyzes defect data for trends, problems, and continuous improvement to ensure we become a high functioning testing organization that matures the abilities of the Central Test Team. • Analyzes the most complex function points of application code to define, gather, and manage the test data in order to provide verification and validation as part of the testing process. • Assesses script sets to identify re-usable test script suite for future SIT and regression testing. • Assesses the test coverage to provide a risk based approach for quality assurance for application code. <p>Test Methodology Best Practices Continuously builds and evolves test standards that are meant to be followed, built upon and enhanced:</p> <ul style="list-style-type: none"> • Researches, proposes and implements testing processes for continuous improvement. • Serves as the most advanced technical specialist, responsible for leading and documenting all procedures. • Keeps test framework and methodology current by monitoring industry best practices and trends. • Maintains DGS compliance with all upcoming application reporting requirements by monitoring new requirements, updating processes for compliance and quickly adapting to these new practices. • Develops, maintains, and improves the test framework and methodology for all DGS applications supported by ETS by continuously analyzing and experimenting with new testing innovations or variations on proven methodologies. • Assesses and improves test methodology, on a continuous basis, in order to streamline current processes and enhance the quality of DGS applications. • Advises management and clients on the most complex matters regarding IT trends and best practices and how we will or may adjust to address them. • Continuously prepares for future technologies in compliance with DGS IT plans and standards, security policies and procedures, and related CTA and SAM requirements.
<p>10%</p>	<p>Train and Mentor Fosters a supportive and educational learning environment that encourages opportunity for growth:</p> <ul style="list-style-type: none"> • Leads the development of training materials that reference ETS test plans, policies, processes and procedures. • Coaches business and software development teams to write strong requirements that are clear and easily tested. • Mentors new ETS testing staff and business users participating in UAT to write effective user acceptance test scenarios and test scripts. • Provides cross training of testing best practices to other staff members to educate and improve the quality of tests and there results. • Cross trains fellow analysts on ETS Test Methodology, SQA testing policies, processes and procedures so the Central Test Team becomes a mature group that consistently follows these best practices. • Conducts the most complex analysis of all ETS testing activities to create recommendations by using issue/position papers, flow charts, and diagrams for a software testing program.
<p>5%</p>	<p>Analysis and Support Serves as a subject matter expert and provides general support to ETS and the larger DGS organization:</p> <ul style="list-style-type: none"> • Researches automated test tools for integration with or replacement of the existing test suite. • Reviews automated and manual tests products used or created by other government and private industry organizations to determine value as part of the Central Test Teams suite of test tools. • Compiles metrics to assist with developing test team standards for utilizing automated test tools. • Develops research papers that assess various test products being considered for inclusion in the Central Test Teams suite of test tools. • Reviews product analysis by industry research leaders such as Gartner and Forrester. • Leads matrix teams to provide a test perspective on various technology challenges. • Makes recommendations on future test and other technology solutions. • Provides general support to the Central Test Team and the larger Customer Relationship and Test Services group for limited periods when there are business needs that need to be addressed to support DGS.

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	<p>KNOWLEDGE AND ABILITIES</p> <p><i>Knowledge of:</i> Principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; technical report writing.</p> <p><i>Ability to:</i> 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"> • Extensive experience with the SDLC • Understanding of the principles of software quality assurance • Experience documenting plans, tests, and results <p>SPECIAL CHARACTERISTICS:</p> <ul style="list-style-type: none"> • Ability to act independently, be open-minded, and be flexible to ideas, recommendations and solutions of others. • Ability to be tactful and productive in all situations and adapt to constantly changing priorities with little or no warning. • Ability to work effectively under tight time constraints, client demands and multiple deadlines. • Ability to resolve personal and professional disagreements quickly and effectively. • Ability to interpret state and departmental policy and procedure manuals. • Ability to focus on customer service. • Ability to focus on details as well as big picture. • Strong organizational skills • Proven analytical skills • Experience with preparing FSRs, SPRs, PIERs, and IOPRs <p>INTERPERSONAL SKILLS:</p> <ul style="list-style-type: none"> • Works effectively and cooperatively in a team-oriented environment • Demonstrates leadership and initiative • Takes and follows direction from manager • Communicates effectively with customers, peers and management • Ability to be creative, highly motivated, and handle rapidly changing priorities <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES REQUIRED TO PERFORM DUTIES:</p> <ul style="list-style-type: none"> • Works effectively under stress and deadlines. • Reads, understands and applies various regulations, documents and resources. • Works occasional overtime. • Wears appropriate attire for a professional office environment.