



Class:	Information Technology Specialist I
Working Title:	Technical Requirements Analyst
Salary:	A – \$4,921.00-\$6,595.00 B – \$5,412.00-\$7,253.00 C - \$5,941.00-\$7,962.00
Date Posted:	5/22/18
Tenure, Time Base:	Permanent, Full-Time

Not Your Average State Agency

The California Student Aid Commission (CSAC) is the principal state agency responsible for administering \$2.2 billion dollars in financial aid programs for students attending public and private universities, colleges, and vocational schools in California. Our Mission is to make education beyond high school financially accessible to all Californians.

We are located in Rancho Cordova, in a gorgeous office building near Zinfandel and Hwy. 50. There is plenty of parking and it is free!

Not Your Average IT Shop

The Information Technology Specialist (ITS I) is a member of the Information Technology Services Division (ITSD) Team comprised of highly motivated, collaborative professionals. We are searching for a self-starter, creative thinker with a positive attitude to join our team. Our focus is on providing excellent customer service. We strive to hire the best and brightest staff. We coach, mentor and guide them to become the best they can be.

Can you work under pressure and come up with innovative solutions to new problems? Are you willing to work in a small team and push everyone to be the best that they can be? Do you love learning new things and expanding your knowledge? If so, the ITSD Team might be the right fit for you.

About the System you'll support

The Grant Delivery System is comprised of 17 applications. The CSAC ITSD Infrastructure Team, with the help of other ITSD units, maintain and enhance these applications. The CSAC is currently taking part in the State's new IT project approval process administered by the California Department of Technology. Upon completion, the CSAC will begin the Grant Delivery System Modernization Project which will provide a NEW fully integrated system.

Highlights of the Job

- Primary technical requirements subject matter expert.
- Support CSAC Enterprise Architecture Program.
- Collaborate with diverse technical and non-technical groups, spanning all organizational levels.
- Provide oversight to contractors, evaluating and monitoring performance and deliverables.
- Provide technical writing expertise.
- Identify metrics and drive initiatives to improve the quality of ITSD services.
- Act as a CSAC ITSD SME on various CSAC projects.

Minimum Qualifications

<http://www.calhr.ca.gov/state-hr-professionals/Pages/1400.aspx>

Preferred Qualifications

- Experience with Agile/Scrum methodology.
- Experience with enterprise release, change and configuration management methodologies.
- Experience in IT Test lifecycle.
- Places high value on processes and procedures.
- Display elevated level of energy, persistence, integrity and a positive outlook.
- Project management experience.
- Working knowledge of Office 365 with expert understanding and experience using SharePoint.
- Excellent presentation, facilitation, and communication skills.
- Demonstrated skill acting as a team player across multiple teams within an enterprise.
- Ability to solve complex problems, document problem, findings, and resolution.
- Experience writing technical requirements and diagrams.
- Experience writing and/or utilizing use cases.
- Experience using requirement management and/or enterprise architecture tools.
- Ability to effectively analyze modern technologies and concepts for potential implementation opportunities.
- Ability to and experience performing analysis and requirements (technical and business) gathering with a various internal/external customers and vendors.
- Comprehensive understanding and experience in the application of technical architectures, industry standards, and universal best practices.
- Experience in conducting and leading root cause analysis activities.
- Inspires others to exhibit positive work attitude and ethics.
- Exceptional attention to detail, workload and time management skills.
- Comprehensive understanding of application/system support processes/issues and process improvement techniques and approaches.
- Experience writing technical design documents as well as policy, processes and procedures.
- Well-developed and expert analytical and organizational skills.
- Ability to communicate using various media and with management, stakeholders, customers, contractors, peers and staff.
- A willingness to learn new things, embrace change and support others with change management.
- An ability to perform well under pressure on time-sensitive and high priority projects.
- Ability to self-direct and identify workload needs.
- Ability to communicate with highly technical and business-oriented customers.
- Strong desire to provide stellar customer service and assist others in providing exceptional customer service.

Who Should Apply

Applicants must have current list eligibility for appointment to this class, currently a State employee who has transfer eligibility (transfers must meet the minimum qualifications for the advertised class, per CCR Rule 25), or currently in an Information Technology Specialist I position. All methods of appointments, including Training and Development (T&D) Assignments and all tenures and time bases will be considered. Appointment is subject to SROA/Surplus provisions. SROA and Surplus candidates are encouraged to apply. Surplus candidates must submit a copy of their surplus status letter.

All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the classification. To view the Minimum Qualifications, please go to <http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx> and enter the classification code or classification title you wish to review. In addition, please attach all required supporting documents (i.e. transcripts/diploma, license, and/or required certificate) to your application. Salary range placement is dependent upon alternate range criteria and per candidate's qualifying experience.

This position was previously advertised under the old classification, Systems Software Specialist I (Tech). Duties commensurate with new classification. Candidates who previously applied should re-apply under the new class and job control.

How to Apply/Final Filing Date

Please reference **RPA #17-033, JC-111954, Position #270-701-1402-XXX**, Information Technology Specialist I (Technical), in the 'Job Title' section on the application, Std. 678. Please clearly state basis for eligibility on your application (i.e., SROA, Surplus, Re-employment, reinstatement, transfer, list eligibility, or Training & Development Assignment). College transcripts may need to be submitted with your application, to verify the educational requirements of the class, if applicable. Please refer to the "minimum qualifications" to determine whether transcripts may be needed. Applications **will not** be accepted by fax or email.

Electronic submission of applications and résumés, through your CalCareer account at www.jobs.ca.gov, is preferred and will be accepted **Until Filled**. If you need assistance with the electronic application process, please contact the Human Resources Office by email at Personnel@csac.ca.gov.

You may also submit your application by mail or in person to:

CA Student Aid Commission
P.O. Box 3210
Rancho Cordova, CA 95741-3210
Attn: HR-Recruitment

CA Student Aid Commission
11040 White Rock Rd.
Rancho Cordova, CA 95670
Attn: HR-Recruitment

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF AGE, ANCESTRY, COLOR, EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, DISABILITY (MENTAL AND PHYSICAL), GENDER, GENDER IDENTITY OR EXPRESSION, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, SEX (INCLUDES PREGNANCY, CHILDBIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), OR SEXUAL ORIENTATION OF ANY PERSON.

IT IS AN OBJECTION OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE. THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.



CALIFORNIA STUDENT AID COMMISSION

DUTY STATEMENT

I. Position Identification:

Employee Name:	Vacant
Classification:	Information Technology Specialist I
Working Title:	Technical Requirements Analyst
Position Number:	270-701-1402-XXX
Location:	11040 White Rock Rd. Rancho Cordova, CA 95670
License/Other Requirement:	N/A
Date Prepared:	January 5, 2018
Effective Date:	TBD

Function: *(Summary of Responsibilities)*

IT Domains Used: Business Technology Management.

Under the Information Technology Services Division (ITSD) IT Operations Manager, the ITS I is the primary point of contact for CSAC technical requirements. The ITS I ensures technology initiatives align with CSAC's strategic business and program goals. The ITS I's primary responsibilities include technical requirements management, solution analysis, and technical innovation exploration. The ITS I also provides supplementary support to the IT Support Services Section which consists of CSAC IT Service Desk and the CSAC IT Test Team. This position is required to promote professional and effective customer service. This position acts to support the CSAC Enterprise Architecture Program.

The ITS I demonstrates excellent and effective communication and organizational skills, accurate prioritization skills, and problem assessment resolutions. This position must be able to apply effective, efficient, and well-developed analytical skills, knowledge and abilities. The ITS I must be able to properly apply and adhere to all applicable State and Federal regulations.

This position has regular interaction with and exercises influence with exempt employees, CEAs, senior level business and IT managers, and other State IT experts, and business representatives from various entities involved in ensuring the astute direction of CSACs IT program.

Reporting Relationships:

Reports directly to the Information Technology Manager I.

II. Program Identification:

The California Student Aid Commission is responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California. The Commission's central mission is to make education beyond high school financially accessible to all Californians.

As a valued member of the Information Technology Services Division team, you make it possible for the California Student Aid Commission (CSAC) to improve by providing consultation, being innovative, resourceful, and flexible, reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly, and with respect. Your efforts are important to each member of the team, as well as the students and schools we serve.

III. Essential and Non-Essential Job Functions:

Essential Functions:

Candidates must be able to perform the following functions with or without reasonable accommodations.

- 40% Serves as the lead and main point of contact for technical requirements and solution analysis with primary responsibility to assist multiple teams and projects ensuring that project goals are achieved according to project plans and in accordance with enterprise priorities. Responsible to elicit, analyze, validate, specify, verify, and manage stakeholder needs/requirements (technical/business). Serves to facilitate collaboration between business and IT to identify and document technical/business requirement. Works with the Enterprise Architect to document and validate requirements and ensure adherence to established enterprise standards, goals, and vision. Elicits requirements using a multitude of methods, including but not limited to: interviews, document analysis, requirements workshops, storyboards, surveys, business process descriptions, use cases, scenarios, business and technical analysis, competitive product analysis, task and workflow analysis, and/or viewpoints. Reads, understands, and analyzes legal documents to assist in identifying mandated business/technical requirements.
- Writes technical requirements specifications using clear and simplified language with the appropriate level of detail suitable for use by those that must base their work on the requirements. Ensure that requirement statements are complete, consistent, concise, comprehensible, traceable, feasible, and that they conform to standards. Work collaboratively and in coordination with CSAC business requirements staff.
- Responsible for understanding, supporting, and adherence to all CSAC and State security, IT security, and asset management policies, processes, and procedures. Responsible for understanding IT processes and procedures as they apply to the functions of this position. Responsible for utilizing the enterprise service management tool as per set processes and procedures.
- Responsible for providing stellar customer service to internal and external entities. Responsible for assisting others in providing professional, stellar, timely, and quality customer service. Responsible for effectively communicating with highly technical internal customers.
- Represent requirements using alternative views, such as analysis models (diagrams), prototypes, or scenarios where appropriate. Analyzes information from varying perspectives, establish pivotal elements and reach logical conclusions through standardized and repeatable processes.
- Participate in requirements prioritization including reviews of requirements documents and work products derived from requirements. Enter, manipulate, and report on requirements stored in the CSAC enterprise requirements management tool.
- Responsible for managing the technical requirements traceability information and tracking of technical requirements status throughout the SDLC lifecycle; including changes to baselined technical requirements through effective application of change control processes and tools. Identify requirements errors and defects, and write requirements defect identification and notification reports.
- 40% Responsible for utilizing well-developed interpersonal and communication skills to develop and maintain effective relationships with internal/external customers, management, team members and all CSAC associates. Required to perform a variety of trainings, outreach events, and presentations to various audiences using a variety of media. Responsible for working with a team and may act as a team or workgroup lead for requirements gathering. Able to work independently, taking appropriate action and independent initiative when unable to obtain direction from management.
- Responsible for effectively leading requirements workgroups, meetings, and other collaborative events. Ensures team and membership participation and collaboration through to successful and effective outcomes.

Responsible for working with the Enterprise Architect to establish and implement CSAC enterprise standards and technical requirements best practices, including use and continuous improvement of the technical requirements processes.

Authors CSAC requirements policies, procedures utilizing professional and well-developed writing skills.

Responsible for proposing new products, new product features, and updates, innovative solutions all in alignment with CSACs enterprise vision.

Responsible for working collaboratively with the Enterprise Architect and appropriate stakeholders to assist with the planning, development, enhancements, and maintenance of the CSAC Enterprise Architect Program.

Responsible for executing workload in a professional, transparent, and effective manner. Responsible for learning from errors and mistakes or constructive feedback and guidance while continuously seeking improvement opportunities in personal career growth and as it relates to CSAC processes and procedures.

15% Responsible for providing technical requirement support and expertise to the ServiceNow Project and ongoing maintenance and operations.

Responsible for providing backup support to IT Support Services Section which includes the CSAC IT Service Desk and IT Test Team. Responsible for ad hoc presentations and assignments. Actively support and participate in CSAC production activities, change/release management activities, configuration management activities and asset management and control efforts. May be responsible for directly participating and/or providing subject matter expertise and support to the CSAC procurement processes and contract management. Responsible for establishing and maintaining working relationships with existing and potential vendors. Required to present innovative solutions and ideas along with analytical findings.

Non-Essential Functions:

5% Other duties and responsibilities as assigned.

IV. ADA Requirement:

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job due to a disability covered under the Americans with Disabilities Act.

V. Physical Requirements:

Ability to operate and utilize office machines required to perform work tasks, such as copiers, faxes, calculators, personal computer, etc. These job duties may require the incumbent to work under demanding conditions and irregular hours during peak periods. Requires sitting for long periods while using a personal computer or reviewing documents and working papers.

VI. Working Conditions:

Employee's work is to be performed within an office environment, and is equipped with standard or ergonomic office equipment, as needed. Attend meetings in designated conference rooms and be willing to travel to off-site meeting locations. Work in cubicles, closed server rooms, datacenters, lab environment, cold, hot temperature variation depending on equipment\infrastructure's location.

Work Environment Requirements:

- Professional business attire
 - Required to carry a mobile device and be available by phone and/or email
 - Requires periodic off-shift and weekend work
 - Travel is required to attend meetings, conferences or training
-

VII. Attendance:

Must maintain regular and acceptable attendance. This position is subject to on-call and standby time and periodic off-shift, weekend work.

VIII. Signature

By signing this document, I acknowledge that I have read and understand all the requirements and information above and will receive a copy of this Duty Statement.

Applicant/Employee Certification of Essential Functions: I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel Office).

Professional Conduct: As an employee of the CA Student Aid Commission, I shall conduct business in a professional and ethical manner by demonstrating integrity, honesty, good judgement, courtesy, and respect at all times. I shall be sensitive to, and responsible for, the efficient, economical, and legal implementation of all business operations.

Employee Signature

Date

Supervisor Signature

Date

*Duties of this position are subject to change and may be revised as needed or required.