career opportunity

California Department of Technology

Office of Administration/Administrative Systems and Policy Support/
Information Management
Information Technology Associate $3,728 - $6,604
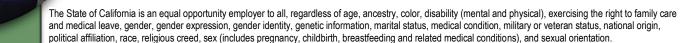Permanent/Fulltime
Final File Date: 03/09/2018

Who Are We?

Operating within the California Department of Technology, the Administration Division provides critical administrative support to all of the department's divisions and offices. We provide the correct staffing resources and the funding needed to meet the service delivery and support requirements of our 500 state, county, and federal customers. We are on the front lines of providing many important services the department depends on, including budgeting, rates development, accounting, financial reporting, facilities management, procurement, and human resources.

We provide excellent health benefits, generous vacation and sick leave accrual, exceptional retirement benefits, 11 paid state holidays, and two paid professional development days per year. We value the importance of your work life balance. As a result, many of our positions allow for telework, flextime, or alternate work week schedules. We are committed to growing all of our talented staff. We are located in the Rancho Cordova area and offer free parking.

What You'll Be Doing…

Under the general supervision of the Administrative Systems Analysis and Policy Support Information Technology Manager I (IT Manager I), the Information Technology Associate acts independently for the California Department of Technology Forms Management program, assists in updating the California Department of Technology intranet (iCentral) and maintains the LRS Vehicle Authorization Program. Specific duties and responsibilities.

For a more complete job description, please see the following duty statement(s): INFORMATION TECHNOLOGY ASSOCIATE.

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Who We're Looking For…

We're looking for dedicated, talented individuals who possess the following skills and abilities:

- Experience with Wordpress Software
- Experience working with intranets
- Experience with forms management
- Experience analyzing content and making recommendations
- Excellent verbal & written communication skills
- Ability to be flexible and perform a variety of tasks under tight deadlines
- Ability to handle sensitive and confidential situations with diplomacy
- Excellent organizational and project coordination skills
- Excellent interpersonal skills
- Experience with Office applications, including word-processing, spreadsheet, and presentation software

How to Apply …

Interested applicants must submit a State application and a **Statement of Qualifications (SOQ)** electronically or to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY
P. O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: Teresa RPA#17-176 / JC#101485
Inquiries: Lisa Silva, (916) 431-4667

The SOQ (Ariel 11 font, no more than one page in length) should provide the following information:

1. **Please identify which of the desirable qualifications you are most proficient in and describe your experience in it.**
2. **Please describe what interests you most in this position.**

Applications without an SOQ may not be considered. When applying for a Job Opening, you must be sure to submit one state application per RPA #. You must indicate the RPA # you are applying for on your application unless submitting electronically; otherwise, your application may not be processed.

To be considered for the position of an **Information Technology Associate** classification, you must first obtain list eligibility by taking the online exam; unless, you are currently in the classification, eligible for transfer, eligible for reinstatement, eligible for a Training and Development assignment, or have SROA and/or Surplus eligibility. Visit our Career Opportunities webpage at https://cdt.ca.gov/career-opportunities/state-hiring process for information and instructions on the hiring process. Please visit https://jobs.ca.gov/ to submit an application electronically or to take an examination.

The Fine Print…

Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. This recruitment may be used to fill multiple vacancies occurring in this unit for this classification within the next 60 days.

RPA NUMBER (HR USE ONLY)
17-176 PROPOSED

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).
INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 02/12/2018	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME

D. CIVIL SERVICE CLASSIFICATION Information Technology Associate	E. POSITION WORKING TITLE Forms Manager

F. CURRENT POSITION NUMBER 695-246-1470-706	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-246-1401-XXX

H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Administration/Administrative Systems and Policy Support/Information Management/Rancho Cordova	I. SUPERVISOR NAME AND CLASSIFICATION Information Technology Manager I

J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00 – 5:00PM	K. POSITION REQUIRES:	FINGERPRINT BACKGROUND CHECK ☐ YES ☒ NO
		DRIVING AN AUTOMOBILE ☐ YES ☒ NO

Section B: Position Functions and Duties
Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☒ Business Technology Management ☐ IT Project Management ☐ Client Services
☐ Information Security Engineering ☒ Software Engineering ☐ System Engineering

Organizational Setting and Major Functions

Under the general supervision of the Administrative Systems Analysis and Policy Support Information Technology Manager I (IT Manager I), the Information Technology Associate acts independently for the California Department of Technology Forms Management program, assists in updating the California Department of Technology intranet (iCentral) and maintains the LRS Vehicle Authorization Program. Specific duties and responsibilities include, but are not limited to, those listed below

% of time performing duties	**Essential Functions** (Percentages shall be in increments of 5, and should be no less than 5%.)
40%	Responsible for establishing, implementing, and managing the California Department of Technology Forms Management Program, including: - Create, manage, and update the Department's Forms Management policy. Incorporate service level objectives reflective of the need to have forms created, modified, approved, and made available to staff timely. - Create, manage, and implement a staff awareness and training program to ensure California Department of Technology staff is aware of the program, including program policies and procedures. The program may use: All Department e-mail notifications, bulletin board notices, Intranet, and new employee publications. - Coordinate and negotiate consensus with forms owners and forms users regarding the development or changes to the policy and procedures reflecting changing mandates and needs of staff. - Conduct an annual, or more frequent if needed, forms inventory of all forms in use by the California Department of Technology. Analyze inventory results, make recommendations, and negotiate approvals for modifications or deletions of any forms. Develop appropriate project plans, including timelines for completion, of the work approved to bring the forms inventory into compliance with policy. - Develop and maintain a database of required documentation to track, manage, and report on forms created and used by California Department of Technology staff, both internally and externally. - Independently analyze requests for new forms and/or changes to forms against the established standard. Make recommendations to bring requests into compliance with the standard when necessary. - Ensure the department maintains compliance with control agency and legislative standards by continual review and analysis of various mandates, contracts, rules, and laws governing

| | forms management. Maintain familiarity with generally accepted information technology and forms management concepts, practices, methods, and principles.
- Provide analysis and recommendations regarding forms usage, both internally and externally.
- Create and manage the process and procedures to request new forms, modify existing forms, and maintain the department's forms lists, including the master list on the Department's Intranet.
- Develop processes and procedures to design and test forms as they are posted for staff use and routinely thereafter to ensure the form is useable as designed and intended.
- Create the definition of a Department form and establish form criteria, including form owners, contact persons, appropriate form use, and style requirements to ensure consistency.
- Identify and implement innovative processes and strategies, formulate procedures, policies and program alternatives to ensure economical and efficient forms management practices.
- Participate in Department of General Services Forms Management meetings, training, and conferences as the California Department of Technology representative.
- Make recommendations on program related changes, issues, and problems.
- Coordinate the disposal or recycle of forms in accordance with approved and current Records Retention Schedules or control agency mandates and confidential destruction requirements. |

35% — Assist with content management functions for iCentral, including:
- Maintain and update content and provide quality control of iCentral information.
- Perform analysis on iCentral data to ensure the system contains current and relevant information for employees.
- Review internal policies and procedures to ensure current documents and revisions meet standards, and comply with agreed upon writing styles and format
- Perform the role of publisher for the Department's content managers, as required for iCentral

20% — Maintain the Learning Request System Vehicle Authorization Program, including:
- Documenting requirements for the program.
- Creating and publishing user documentation for database.
- Reviewing program requests to ensure all components have been completed
- Work with Fleet Coordinator to provide reports of all authorized vehicle users
- Analyzing date to ensure accuracy
- Updating database

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

5% of time performing duties
- Participation in staff meetings.
- Documentation of iCentral working meetings
- Assist in responding to inquiries to iCentral mailbox

Work Environment Requirements
- Work Monday through Friday
- May be required to work overtime
- May be required to travel to other department campuses

Allocation Factors (Complete each of the following factors.)

Supervision Received:
The Information Technology Associate receives general supervision from the Administrative Systems Analysis and Policy Support IT Manager I. The Information Technology Associate works independently and progress will be reported and monitored on a weekly basis for issues requiring management attention, additional or clarifying directions, and a review of completed staff work.

Actions and Consequences:
The Information Technology Associate must have a thorough understanding of the responsibilities and duties of the branch and also a broad understanding of the mission and goals of the California Department of Technology. Unfavorable judgment, inadequate attention paid to, or improper execution of duties could result in the distribution of misinformation Department-wide, confusion over the Department's procedures, processes or goals, or disfavor or distrust of the integrity of the information published on iCentral

Personal Contacts:
On the Department level, contacts range from managers and staff to division deputy directors. Other frequent contacts include Department staff and OTech staff. May have contact with the outside vendor community and customer departments when issues warrant such action

Administrative and Supervisory Responsibilities: **(Indicate "None" if this is a non-supervisory position.)**
 None
Supervision Exercised:
 None

Other Information

The successful incumbent shall be knowledgeable about the California Department of Technology Strategic Plan, be able to read and comprehend various documents, concentrate, and reason logically. The incumbent must have knowledge in the use of a Personal Computer and the ability to access various software products (Microsoft, Outlook, Word, Excel, Project, Visio, PowerPoint, Access Database, and related applications). Additionally, the incumbent should demonstrate tact and good independent judgement, dependability and maintain predictable attendance.

Desirable Qualifications: **(List in order of importance.)**
- Experience with Wordpress Software
- Experience working with intranets
- Experience with forms management
- Experience analyzing content and making recommendations
- Excellent verbal & written communication skills
- Ability to be flexible and perform a variety of tasks under tight deadlines
- Ability to handle sensitive and confidential situations with diplomacy
- Excellent organizational and project coordination skills
- Excellent interpersonal skills
- Experience with Office applications, including word-processing, spreadsheet, and presentation software
- Strong team building and customer service experience

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
Information Technology Manager I		