# EMPLOYMENT OPPORTUNITY

**CLASS TITLE**
Associate Governmental Program Analyst

**POSITION NUMBER**
306-600-5393-010

**TENURE**
PERMANENT

**TIME BASE**
Full Time

**CBID**
R01

**OFFICE OF**
DGS Fi$Cal

**LOCATION OF POSITION (CITY or COUNTY)**
Sacramento, CA

**MONTHLY SALARY**
$4,488 TO $5,618

**SEND APPLICATION TO:**
Department of General Services
Attn: Yvonne Newton, Executive Office
707 Third Street, 8th Floor
West Sacramento, CA 95605

**REPORTING LOCATION OF POSITION**
2000 Evergreen Street, Sacramento, CA 95815

**SHIFT AND WORKING HOURS**
DAYS - 8:00 a.m. – 5:00 p.m.

**WORKING DAYS, SCHEDULED DAYS OFF**
MONDAY through FRIDAY, DAYS OFF: SAT/SUN

**PUBLIC PHONE NUMBER**
(916) 376-5025

**FILE BY**
3/23/15

**SUPERVISED BY AND CLASS TITLE**
Patricia Valencia-Carlson, Staff Services Manager III

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**DOING WHAT IS BEST FOR THE FUTURE OF CALIFORNIA’S FINANCIAL ENTERPRISE!**

Looking for a change? Do you want to make a real difference? Join the team responsible for changing financial management in the State of California. The Financial Information System for California (Fi$Cal) is a historic partnership of the Department of Finance, the State Treasurer’s Office, the State Controller’s Office, and the Department of General Services - to transform the existing budgeting, accounting, procurement, and cash management systems to optimize the financial business management of the State. Fi$Cal will allow the State to operate as a single enterprise for the first time in history. Join Fi$Cal. With a passion for implementing change and vision for enterprise-wide thinking, you will take a leading role in achieving our goal to bring enterprise resource planning tools and statewide process improvement to the State of California.

**THE Fi$Cal PROJECT IS SEEKING MOTIVATED CANDIDATES WITH THE ABILITY TO** 
exercise a high degree of initiative, independence of action, and originality; learn rapidly, follow directions, and communicate effectively with others; work unscheduled excess hours if needed to achieve Project goals; and maintain regular, consistent, and predictable attendance.

**SELECTION CRITERIA - The selection criteria will be in the following order:**
- SROA/Surplus eligible candidates will be considered prior to other recruitment methods.
- Transfers or reinstatements may be considered. Consideration may be given to applicants who are on a DGS employment list or on another department’s employment list. Transfer of list eligibility must meet the criteria to transfer eligibility from the other department’s employment list to DGS’ employment list.
- Applications will be evaluated based on eligibility and desirable qualifications and interviews may be scheduled.

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.

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.

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, 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), and sexual orientation.

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**CALIFORNIA STATE GOVERNMENT • EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE WORK PLACE. 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, CIVIL SERVICE RULES, AND A SPECIAL TRUST PLACED IN PUBLIC SERVANTS.**

**DGS JOB HOTLINE PHONE (916) 322-5990 • CALIFORNIA RELAY SERVICE FROM TDD PHONES 1-800-735-2929**

GS17 (REV. 1/98) - BPM 03/00
To evaluate the effectiveness of communication efforts, the incumbent will measure and monitor external communication. Specifically, the incumbent will:

- Gather, monitor, and analyze stakeholder feedback to determine communication effectiveness providing
recommendations for improvement

- Gather and analyze complex data on communication performance, reports and present communications metrics to Client Relations Manager and CMO Deputy Director
- Independently evaluate communication methods and channels and identify supplemental communication methods and opportunities
- Develop, review and edit messages for the Project’s website, e-mail, newsletters, and status updates to ensure a consistent communication approach and uniform delivery.
- Research, develop and recommend new emerging communication methods and channels, technologies and enhancements to better achieve communication objectives and goals
- Participate in workgroups and cross-team efforts to ensure their communications across and outside the project are effective and consistent, and adhere to the communications plan

To support and advance Departmental Readiness, the incumbent will:

- Collaborate with other CMO work streams in planning and facilitating stakeholder events
- Establish and maintain positive and effective working relationships with the Project’s team members, as well as department staff to promote collaboration and support for project activities
- Independently assist Department Liaison Network (DLN) Teams in identifying and monitoring readiness activities, i.e., kickoff, cutover, data cleansing, and communication efforts to successfully deploy the FI$Cal system
- Work independently and with System Integrator in developing presentation materials for information and educational sessions for the department DLNs
- Continually analyze the Departments’ representation/participation in the FI$Cal project
- Represent FI$Cal at department forums and meetings presenting Project updates to a varied audience, as necessary
- Prepare and deliver presentations related to department’s readiness activities and assistance as directed

To support Change Management Databases and Documents essential to change management efforts the incumbent will:

- Perform complex analytical staff work in the areas of organizational change management
- Work independently and with FI$Cal staff and the system integrator in the development of work plans, strategies, assessments, and measurements to prepare departments for go-live
- Develop, implement and maintain custom Microsoft(MS) Access database(s)
- Implement, generate, and analyze summary reports on Excel from MS Access and provide consultation to management on individual department wave readiness
- Compile, implement, analyze and maintain the Master Readiness Task List
- Formulate conduct, and analyze readiness surveys for each and every department
- Review and analyze survey data, formulating report summaries of data findings, and recommendation for any problems identified
- Implement corrective actions as appropriate to enable readiness of each department
- Independently develops contacts and monitors identified project resources through various technical tools (Customer Relations Management, Survey Monkey and Citrix)
- Review the CMO plans, policies, procedures, and other documentation for quality assurance and provide analysis to management
- Participate in implementation of complex technical activities necessary to meet goals of the project
- Coordinate with FI$Cal's Business Team, Project Management Office, and other units in CMO to analyze and determine what information and documents will be included in the change management “working” data repository

MARGINAL FUNCTIONS

- Travel statewide providing assistance to department staff in completing complex deployment activities in preparation to Go-Live
- Provide back-up to other project staff and perform other duties and assignments as required
- Perform other duties as required to ensure a successful implementation of the FI$Cal Project

KNOWLEDGE AND ABILITIES

Knowledge of:

- Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis
- Government functions and organization

Ability to:

- Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental
and managerial problems
- Develop and evaluate alternatives
- Analyze data and present ideas and information effectively both orally and in writing
- Consult with and advise administrators or other interested parties on a wide variety of subject-matter areas
- Gain and maintain the confidence and cooperation of those contacted during the course of work
- Act as a team leader.

**DESIRABLE QUALIFICATIONS**
- 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 SI while representing the interests of the State
- Knowledge of and the ability to demonstrate effective customer service principles and practices
- Ability to resolve customer service inquiries to gain the trust and confidence of the FI$Cal customer departments
- Ability to develop tactics to improve the long-term success of FI$Cal
- Ability to work diplomatically and effectively as liaison between SI and Subject Matter Experts and other appropriate State personnel
- Knowledge of project management methodologies
- Thrive in a collaborative, dynamic matrix organization
- Enjoy working in a challenging environment
- 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
- Communicate diplomatically and effectively, both orally and in writing
- Logically plan and organize the work
- Establish and maintain effective professional working relationships
- Use initiative and independent judgment in resolving issues
- Recognize, 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

**SPECIAL PERSONAL CHARACTERISTICS**
- Ability to work efficiently and effectively in a team environment
- Demonstrated capacity 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
- Demonstrates a commitment to maintaining a work environment free from discrimination and sexual harassment
- 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, present 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.

Fingerprinting and background check may be required