ENTERPRISE INFORMATION SERVICES
DUTY STATEMENT

Section: Infrastructure Services
Unit: IT Service Center
Position Number: 065-645-1587-008
Classification: Systems Software Specialist I (Technical)
Date: February 2017

Supervision: Under the general supervision of the Senior Information Systems Analyst (Supervisor), the Systems Software Specialist I (Technical) (SSS-I Tech.) will perform as an advanced technical specialist providing support for the California Department of Corrections and Rehabilitation's (CDCR's) network infrastructure. The incumbent will function both independently and in a team environment to provide technical support on complex IT projects. The SSS-I will operate with minimal supervision, but within a clear accountability framework.

Knowledge: The incumbent should have knowledge and experience of IT customer service practices. The incumbent at this level is expected to be familiar with generally-accepted information technology concepts, practices, methods, and principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; technical report writing.

Because of the organization’s complex environment and diverse user population, the incumbent must (1) be familiar with the major computing environments and platforms commonly used in each setting, (2) recognize and utilize proper reporting relationships, chains of command, escalation processes in communicating a wide array of business problems, (3) be familiar with the support of complex and sensitive Wide Area Network (WAN) and Local Area Network (LAN) systems having department and statewide impact, (4) be thoroughly familiar with general security risks and common procedures for data back-up and recovery, and (5) possess an understanding of the business enterprise of the organization, including an appreciation for the relevant and fluid political and regulatory issues.

The incumbent should have a working understanding of PC desktop and network operating systems and configurations; network troubleshooting techniques and associated basic CLI commands; network monitoring tools such as SolarWinds; desktop applications such as the Microsoft Office suite of products (including Outlook, Word, Excel); DameWare; Remote Desktop; Microsoft Active Directory Account Management; file permissions; BMC Remedy IT Service Management suite; McAfee Enterprise Virus Protection; data processing concepts, practices, methods and principles; IT Service Management (ITSM) methods and principles; current evolving industry trends and standards; Microsoft current operating system platform including, but not limited to, systems security, Transport Control Protocol/Internet Protocol, Dynamic Host Configuration Protocol, Windows Internet Naming Service; wide and local area networks; and computing environments from centralized to Client/Server.

The incumbent should have a working knowledge of CDCR’s mission and programmatic needs, the incumbent must also understand the organization’s interrelationships with other governmental and law enforcement entities.
Abilities: The SSS-I must have the skill and ability to manage small to medium projects; develop detailed specifications; analyze data and situations; reason logically and creatively; identify and document problems; draw valid conclusions; develop effective solutions; adapt to changing priorities, work environments, management styles, and business trends; to recognize and determine the need to shift priorities, and/or resources to maximize unit operations and/or address changes in assigned goals and objectives; to work effectively both independently and in a team environment; to establish and maintain cooperative working relationships; and to maintain a courteous, respectful and professional rapport with employees, peers, customers, allied agencies, vendors and the public.

The SSS-I must exhibit the following qualities: Thinks clearly, analyzes problems, and takes effective action; handles sensitive and confidential assignments with tact and diplomacy; works well under pressure and within time constraints; adapts well to changing priorities and takes initiative. He/she communicates in a clear and concise manner both orally and in writing that is easily understood by the intended audience; meets deadlines and completes projects on time and within budget; is punctual to work and to meetings, and demonstrates good attendance.

Essential Functions:

- Respond to customer calls, emails, and Remedy tickets in a timely manner, with particular emphasis on customer service.
- Open Remedy incidents for all incoming calls and emails.
- Triage first and second-level network and customer incidents.
- Identify, research, and resolve customer issues using the tools provided, and in a timely manner.
- Follow-through on customer inquiries to satisfactory conclusion.
- Monitor the network using monitoring tools provided and report anomalies to the appropriate support team(s) or Telco companies.
- Troubleshoot network devices and perform basic commands (including reload and configuration, when required) from the command line interface.
- Collaborate with field IT staff to restore network and application access following IT Server and Network failures.
- Monitor service disruptions, workload, and priorities by generating and researching reports.
- Identify problems, including cause and effect to ensure problems are properly addressed.
- Analyze and evaluate data, information, and situations to formulate conclusions and appropriate courses of action, using logic and reasoning to identify the strengths and weaknesses of alternative solutions.
- Integrate new information with existing knowledge to formulate conclusions.
- Work on multiple projects and/or assignments simultaneously, prioritizing work assignments and/or problem solutions to ensure completion within established timeframes.
- Adapt to changes in priorities, work assignments, and other interactions.
- Perform job tasks during stressful working conditions (e.g., tight deadlines, heavy workload).
- Work independently on projects or assignments without close supervision or detailed instructions to achieve intended results.
- Release notifications to the CDCR network community regarding interruptions, disruptions, and restoration of various services.
- Interpret and direct IT Incidents and Service Requests to appropriate servicing units when the SSS-I cannot provide an immediate technical resolution.
- Provide remote workstation support to the CDCR network end-users using remote desktop support tools.
• Provide remote backup support to the Enterprise Desktop Support Unit in performing basic PC troubleshooting techniques.
• Collaborate with others on project issues and status.
• Ensure assignments and activities of a team or task force are completed within established timelines.
• Identify problems related to work unit operations or work assignments to determine cause and potential impact.
• Work with others to identify problems to seek improvements in Information Technology (IT) and other work processes.
• Interpret and analyze numerical data accurately.
• Determine the accuracy of various mathematical calculations.
• Read and interpret charts, diagrams, and graphs.
• Interact with and relate effectively to individuals at all levels of an organization.
• Listen to others to facilitate an open exchange of ideas and provide for effective communication.
• Conduct meetings (e.g., information gathering sessions, status meetings) with various audiences.
• Read and comprehend complex or technical information to interpret or explain it to others.
• Prepare clear and concise written instructions to audiences with varying levels of understanding.
• Create technical and descriptive documentation.
• Create, review, and maintain IT Service Center procedures utilized in supporting the various CDCR applications that adhere to Department Operations Manual and the Information Security Officer's regulation and guidelines.
• Adaptable to changing circumstances such as, but not limited to, sitting for extended periods of time, use of the telephone, work flexible schedules (includes holidays) or shifts and occasionally lift equipment up to 25 pounds.
• Availability to work during the designated time frames specified is an essential job function. The position work week and hours may be subject to change based upon business and operational needs. An alternative work schedule and telecommuting may also be considered. The SSS-I must have the ability to work flexible hours and provide coverage when necessary.

Guidelines: The SSS-I is responsible for establishing procedures, system policies, operations and reference materials for the services provided. The SSS-I must use his/her judgment to determine the scope and depth of guidelines for services under his/her responsibility. The SSS-I analyzes results and recommends changes.

Complexity: The SSS-I will perform the more complex work in a wide variety of analytical and evaluative assignments, which will assist in the implementation, maintenance, and support of information technology systems/networks. Responsibilities will include analyzing user needs, systems analysis, documentation, testing, evaluation, user support, and training. The incumbent may also prepare work plans, procedures, written reports, and presentations.

Scope and Effect: Because of CDCR’s multiple systems and complex computing environment, the services provided at the SSS-I level affects a wide range of established activities, major activities of organizational concern, or the operation of other organizations. The scope of work is broad, commensurate with the breadth and depth of general and technical competencies. Assignments involve completing and often leading multiple tasks, single significant functions, and multiple functions. The incumbents perform work where the service affects the work of many users or customers at many locations. Service level objectives are clearly defined.
**Personal Contact:** The SSS-I is able to establish and maintain cooperative relationships with management, IT personnel, vendors, contractors, and all customer levels while processing service disruptions, service requests, or project-related matters. The SSS-I maintains a customer-friendly and professional attitude during all contacts. The SSS-I will prepare and provide information to EIS management for their review and approval.

**Purpose of Contacts:** The SSS-I is familiar with customer business program areas, practices, and IT service requirements. The SSS-I must determine appropriate resources when responding to customers and value differing viewpoints, goals, or objectives. The SSS-I possesses the ability to follow procedures and work effectively in a team environment, with individuals or groups.

**Specific Responsibilities:** The actual duties of the Systems Software Specialist I (Technical) include, but are not limited to, the following:

### 35% Network Troubleshooting and Resolution

- Provides technical support and troubleshoots operational problems as a part of ongoing support of the LAN and WAN.
- Interacts with support and maintenance vendors to ensure problems are detected and resolved as quickly as possible.
- Provides support to customers experiencing network and hardware problems of moderate complexity.
- Configures, maintains and implements Routers, switches, VPN, Proxy and Network monitoring tools in a multi-vendor environment.
- Provisions users for access to selected applications or process.
- Implements relevant patches and upgrades to network equipment and tools.
- Prepares, presents and attends walk-throughs when required.
- Participates in Disaster Recovery planning and testing.
- Review and implement new and existing policies, standards and procedures

### 25% User Support, Incident and Problem Disruption, Resolution, and Service Requests

- Answers customer calls and reports disruptions in any of the computing services delivered by the Enterprise Information Services (EIS), documents the disruption in an automated problem/request response system, employs troubleshooting techniques to resolve problems ranging from the less complex to average/moderate, verifies resolution/satisfaction of service request(s) with the customer, and closes the problem report.
- Answers customer calls and documents the request in an automated problem/request response system, fulfills the request, or forwards the request to units who fulfill the service request, verifies satisfaction of service request with the customer, and closes the request report.
- Answers customer calls and troubleshoots user's computers by use of remote tools whenever possible to resolve issues.
- Assists team in root-cause analysis to implement or recommend implementation of solutions to customer reported problems; Recommends incident control/problem
management process improvements based on analysis of current process and service delivery targets; works directly with second and third-level support in the resolution of customer issues; follow up as needed.

20% Support of New Systems/Services, Enhancements, and Other Support

- Provides special services to program staff, production staff and other customers relating to information technology support.
- Analyzes and evaluates Change Control Board (CCB) Requests that impact our customers while supporting CDCR’s Mission Critical Applications.
- Participates in the problem management process and escalates issues to appropriate EIS servicing units.
- Provides metrics on services to support service level agreements
- Composes and/or reviews network communication alerts, disruptions, and planned outages.

15% Procedure Development, Training, Meetings, Documentation and Reporting

- Provides special services to program staff, production staff and other customers relating to information technology support. Assists in developing procedures and manuals to support ongoing processes and operations.
- Assists in training new employees, coordinates work assignments of average complexity, attends and actively participates in project team meetings, and contributes new ideas for quality customer support.
- Assists in developing work plans, proposals, and reporting. Provides status reports and workload information for management reporting, and other similar duties as required.
- Reviews and participates in system changes through the change control and configuration management process.
- Remains current with Information Technology trends and products. Participates in formal and informal training programs to strengthen analytical skills and enhance knowledge of software tools and packages, which would prove beneficial to end-users.
- Accesses knowledgebase systems to find solutions for technical problems and adds information thereto, as appropriate.

5% Perform other duties as required

Notes:
- Position will require work on weekends and holidays.
- Position is subject to reassignment as necessary to meet business and operational needs.
- An alternative work schedule and telecommuting may also be considered.
- Overtime and travel may be required.

Employee: ____________________________________________ Date: __________

Supervisor: ____________________________________________ Date: __________