

CALIFORNIA DEPARTMENT OF CORRECTIONS and REHABILITATION
Enterprise Information Services
Duty Statement

Section	CDCR – Enterprise Information Services
Unit	IT Customer Service and Field Operations-Institution Field Support
Position Number	065-620-1316-xxx
Classification	Staff Information Systems Analyst (Supervisor)
Revised Date	March 2015
Location:	Various

Under general supervision of the Senior Information Systems Analyst, Supervisor (Sr. ISA, Sup), the Staff Information Systems Analyst (Supervisor) (SISA, Sup) is responsible for coordinating automated systems issues. These systems include, but are not limited to, the Strategic Offender Management System (SOMS), Business Information System (BIS), Lifer Scheduling and Tracking System (LSTS), Distributed Data Processing Systems (DDPS), Offender Based Information System (OBIS) and at least 20 other existing and new applications. These applications run on the IBM, HP or Windows platforms. This position functions as a working supervisor. These may include deploying and supporting Computers, Printers, Scanners and first level of troubleshooting of Servers and Network devices. The SISA, Sup is a part of the 1ST and 2nd level help desk team who documents, troubleshoots, and tracks service disruptions in the above-mentioned systems. The SISA, Sup will operate within a largely unsupervised environment but within a clear accountability framework. Management functions include, but are not limited to assisting Sr. ISA, Sup in assigning and coordinating the work related to service disruptions and incidents, equipment installation, the enforcement of workstation standards, asset inventory management, problem management, reporting, and mobile device administration as well as personnel related administration.

Knowledge: This is the SISA, Sup level and the incumbents at this level are expected to be familiar with supervisory duties, in-depth understanding of information technology concepts, practices, methods, and principles. Because of the organization's complex environment and diverse user population, the incumbents (1) must be familiar with the major computing environments and platforms commonly used in each setting, (2) must possess the ability to utilize the reporting relationships, chain of command, etc., in communicating a wide array of business problems, (3) must be thoroughly familiar with general security concerns and common procedures for data back-up and disaster recovery, and (4) must possess an understanding of the business enterprise of the organization, including an appreciation for the salient political and regulatory issues faced by its management.

Essential Functions:

Within the scope of the Staff level IT assignments, the incumbent operates within a largely diverse technical environment but within a clear accountability framework and possesses the necessary general and technical competencies for the following:

- Overtime to be worked during the month, all efforts will be made to give advanced notice to accommodate schedule. Traveling will be required to local Institutions within 50 miles and to Institutions statewide. Statewide travel will require overnight stays during the week, all efforts will be made to give advanced notice to accommodate schedule. Lifting of equipment up to 50 pounds, using the approved lifting procedures; standing, walking, sitting, kneeling, reaching and squatting are required for this position. Incumbent must be able to work within a Criminal Justice/Law Enforcement environment, safely drive a state-owned motor vehicle adhering to state policies and guidelines, and participate in the Department's annual TB test.
- In absence of Sr. ISA, Sup the SISA, Sup will act as in-charge of the team in fulfilling assigned project component tasks.
- Answers customer calls and documents trouble tickets in the information technology tracking system.
- Reviews service disruptions reports to monitor workload and priorities and assign to staff as needed.
- Reviews the notifications to the users regarding interruption, disruptions, and restoration of various services.

- Coordinates with EIS IT staff in restoring services that are managed centrally by EIS-HQ or OTECH.
- Interprets and distributes IT work orders to appropriate staff or servicing units within EIS.
- Provides remote workstation support to the network end users using a remote desktop support tool.
- Creates, reviews, and maintains help desk procedures utilized in supporting the various CDCR applications.

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

Scope and Effect: Because of CDCR's multiple systems and complex computing environment, the services provided at the Staff 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 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. In absence of Sr. ISA, Sup the SISA, Sup can be asked to act as whole unit Supervisor and follows chain of command to escalate issues as needed.

Complexity: The SISA, Sup will perform the more complex work in a wide variety of Management, Analytical and Evaluative assignments, which will assist in the implementation, maintenance, and support of information technology systems. Responsibilities will include analyzing user needs, systems analysis, documentation, testing, evaluation, user support, and training. The incumbent may also prepare work plans, written reports, and presentations.

Personal Contact: The SISA, Sup 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 SISA, Sup maintains a customer-friendly and professional attitude during contacts. SISA-SUP also prepares information to EIS management for their review and approval. SISA, Sup is expected to communicate effectively, both orally and in writing with peers, clients, and customers.

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

The duties of the SISA, Sup include, but are not limited to the following:

40% Team Supervision

- Provides leadership and direction to the IT support staff in workload management.
- Assists Sr. ISA, Sup in budgetary, contractual, and administrative requirements;
- Identifies and apply requirements of oversight and regulatory agencies;
- Backup of Sr. ISA, Sup and when needed, acts as technical advisor to the IT Field Staff within Adult Institutions.
- Assists Sr. ISA, Sup to Conduct seminars, conferences, and presentations;
- Assists Sr. ISA, Sup to Create/implements and/or modifies service level agreements;
- Assists Sr. ISA, Sup to Develop contingency plans;
- Act as a Supervisor for the unit in absence of Sr. ISA, Sup.

20% Problem Disruption and Resolutions:

- Responds to the most complex customer information technology requests received via telephone, application work orders, and e-mail or escalated by 1st or 2nd level staff.
- Supports customers experiencing hardware, software, and network problems of moderate complexity.

- Monitors network devices using network monitoring tools to identify possible outages.
- Assists team in root cause analysis to implement or recommend implementation of solutions to customer reporting production problems.
- Makes recommendations regarding incident control/problem management process improvements based on analysis of current process and service delivery targets.
- Answers customer calls requesting new services and directs work orders to appropriate servicing unit for resolution. Verifies customer satisfaction and completion of service request then closes the tracking record.
- Communicate with EIS technical staff to escalate technical issues and work effectively with all levels of EIS staff including external service providers such as SCO & DOJ.

20% Documentation and Reporting

- Develops, revises, and post desk procedures and manuals.
- Develops work plans and proposals. Provides status reports and workload data to management as requested.
- Prepares ad-hoc reports.

10 % Methodologies, Standards, Training and other:

- Participates in the formulation of policies for project initiation;
- Assists Sr. ISA, Sup to Develop methodologies and standards for systems development, implementation and maintenance.
- Participates in division and section meetings and other activities as required;
- Performs or directs troubleshooting of complex problems in production environment;
- Requests system changes through the change control and configuration management;
- Assists Sr. ISA, Sup to review plans, designs and system specifications developed by other project managers;
- Prepares training outlines and conduct training for IT support.

10% Performs other IT program support duties as required.

- Participate in project team and other program area meetings to assess customer needs and program requirements.
- Assists Sr. ISA, Sup in Management assignments as needed.

Employee's Signature

Date

Supervisor's Signature

Date