

ENTERPRISE INFORMATION SERVICES DUTY STATEMENT

Section	Infrastructure Services
Unit	Infrastructure Management Unit
Position Number	065-645-1337-001
Classification	Senior Information Systems Analyst (Specialist)
Revised Date	May 2015

Supervision: Under the general direction of the Senior Information Systems Analyst (Supervisor), the Senior Information Systems Analyst (Specialist) (Sr. ISA (Spec)) will serve as an expert analyst and team lead for the Infrastructure Management Unit (IMU), within, the CDCR Enterprise Information Services (EIS), Infrastructure Services. The Sr. ISA (Spec) will be responsible for the coordination and completion of IT expenditures, procurements, contracts, site activations and closures for Infrastructure Services. The Sr. ISA (Spec) will serve as primary reviewer and quality control expert for all budgetary and IT procurement administrative functions. The incumbent is the single point of contact for Infrastructure Services, responsible for coordinating, managing, planning, designing and collaborating with internal and external customers, to ensure project deadlines are met on time and within budget for CDCR facility activations and site closures. The incumbent works independently given administrative direction with assignments and functions as defined by the supervisor.

Knowledge: This is an expert level position and the Sr. ISA (Spec) must have extensive knowledge of data processing concepts, practices, methods and principles, particularly for information technology (IT) acquisition practices. The incumbent is expected to demonstrate expert knowledge about the state processes for accountability, purchasing, contracts, asset management, and data security. In addition, the incumbent must have substantial knowledge regarding the phases of the Systems Development Life Cycle and Project Management industry trends, best practices, and standards. To be successful in this position, the incumbent must have a thorough understanding of project management and monitoring and collaborative tools such as Microsoft Project, Excel, and SharePoint. Because of the organization's complex environment and diverse user population, the incumbent (1) must possess an ability to apply a wide breadth of knowledge in both enterprise development and maintenance of applications, (2) must possess working knowledge and understanding of the State budgeting process, legislative and administrative procedures, contract and procurement documents and procedures, licensing issues, and the roles and responsibilities of oversight and regulatory agencies such as the Department of General Services (DGS), Bureau of State Audits, and the Department of Finance (DOF), (3) must possess in-depth knowledge of the CDCR mission and business functions from a larger business perspective in proposing information technology solutions, (4) must possess knowledge of the roles and responsibility of oversight and regulatory agencies in assuring quality control and dependability, and (5) must possess an ability to work independently in effectively securing resources and expertise through proper channels within the organization while developing and managing large scale information technology solutions.

Guidelines: To be successful, the incumbent must utilize initiative and resourcefulness in deviating from traditional methods or in researching emerging technologies to develop new methods, criteria, and/or to make recommendations for new policies and/or improved business processes related to Infrastructure Services IT acquisitions. The SR ISA (Spec) must also demonstrate team leadership by providing guidance and mentoring to the subordinate staff on the team.

Scope and Effect: The Sr. ISA (Spec) provides IT acquisition consulting and project management where the implementation of advice or products or services has significant impact on the success of CDCR business operations. The scope of work affects IT projects and the prioritization and management of all resource related to Infrastructure Services throughout CDCR business areas. The incumbent must demonstrate full competence in a specialized analytical role, be accountable for technical work done and decisions made, demonstrate technical or team leadership with a high degree of technical versatility and broad industry knowledge. The IT systems and infrastructure support coordinated and procured through EIS are deployed to thousands of state and local law enforcement personnel, and provide data and required infrastructure, necessary for officer and public safety. They are also deployed to ensure the safe and secure housing of all the Department's inmates and wards and the safe and effective working environment of its staff.

Complexity: To perform the customer support and technical liaison aspects of the job, the incumbent performs work that includes varied duties requiring many different and unrelated processes and methods applied to a broad range of activities and a substantial depth of analysis. To assist application development efforts, the incumbent may propose technical solutions within the scope of his/her expertise, which take into account the customer's business needs.

Personal Contact: The Sr. ISA (Spec) consults with or advises management, administrative and executive staff on the planning, development, implementation, coordination and status of IT acquisitions, fiscal planning /issues, status of activation projects or site closures, relating to Infrastructure Services. The incumbent frequently contacts vendors to provide oversight, negotiates contract modifications, and manages adherence to contractual and procurement terms. The incumbent works with managers, technical staff, and systems users to provide and make recommendations regarding systems and problems requiring solutions. The incumbent frequently contacts program area staff and vendors to provide oversight and adherence to contractual terms for project and support. The incumbent collaborates with program and IT staff, vendors and external entities to coordinate problem solving and ensure conformity of methods and practices. The incumbent communicates effectively verbally and in writing at the Control Agency, Department, and Division level. At this level, the incumbent is well organized and communicates effectively, orally and in written form, with peers, subordinates, customers in the CDCR as well as with external entities.

Purpose of Contacts: In the normal course of work, the incumbent is expected to justify, defend, negotiate, and settle matters involving significant or controversial issues, communicating at the Control Agency, Department, and Division level. The incumbent must possess ability to, motivate, prioritize, problem solve and lead individuals or groups.

Specific responsibilities include the following:

40%	Customer Service- IT Equipment/Software Procurement and Inventory
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- Prepare budget estimates, justifications, purchases, and approval documents.
- Coordinate and facilitate the preparation of Infrastructure Services IT Contract documents, including Statements of Work, Information Technology Acquisition Plans, Solicitation Documents, Non-Competitive Bid Justifications, Evaluation Criteria, and contract amendments.
- Coordinate and facilitate the preparation of IT Procurement documents, including Purchase Orders for the acquisition of stand-alone hardware and software for Infrastructure Services.
- Ensure all procedures are in compliance with the Department of Technology Services (DTS); State Administration Manual (SAM); and the Departmental Operations Manual (DOM).
- Serve as the lead for the guidance of technical staff and coordination of scheduling and completion of work.
- Monitor the progress of all Infrastructure Services IT acquisition requests to ensure fiscal compliance and escalate to CDCR management as appropriate.
- Maintain/track/renew software support and verify/validate version control of operating system and special purpose vendor supplied application software and licenses for Infrastructure Services
- Maintain/renew hardware maintenance and support agreements for all programs within Infrastructure Services
- Creates and maintains a working environment that encourages mutual cooperation between IMU team, Programs within Infrastructure Services, EIS staff and external customers and vendors.
- Schedule data and phone circuit upgrades/installs
- Support customers through submittal of new service requests.
- Provide progress and status reports to management.
- Write Service Level Agreements (SLA)

30%	Project Management
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- Provide knowledge expertise in strategic performance management methodologies, process assessment work, and the application of policies and regulations related to information technology.
- Plan, organize, and oversee special information systems projects.
- Serve as project manager and technical coordinator to coordinate with internal programs within Infrastructure Services and external stakeholders (i.e. Facilities Planning and Construction Management, Public Safety Communications Office, vendors, etc.) for all CDCR activations and site closures.
- Prepare or participate in preparation of project plans and proposals
- Participate in the planning of Information Systems for the Institution and provide technical guidance and direction to internal/external customers and institution management.
- Conduct root cause analysis to implement or recommend mitigation solutions to customer reported or project related risks and issues.
- Communicate verbally and in writing with staff, project stakeholders, executive management, and other division staff. Manage project resources
- Resolve conflicts between team members. Coach team members on project methodology and processes. Lead information meetings to convey project details and gather information on projects.
- Submit Change Requests; Report project status and deviations from approved schedules.

15%	IT Administrative Oversight- Verification and Validation
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- Provide Validation and Verification that all relevant Information Technology best practices are applied in the acquisition documents.
- Review, interpret, and advise on current state procurement regulations, and provide consulting/mentorship to staff within Infrastructure Services.
- Provide Independent Quality Control and Quality Assurance Review of CDCR IT acquisition documents submitted to the IMU for processing.
- Prepare quarterly portfolio and status reports and present to management.
- Prepare and provide fiscal projections and expenditure reports to management.

15%	Train and Mentor
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- Mentor staff in the interpretation of all communication efforts and on the effective use of the project, portfolio, and resource management processes. Advise staff on budget and procurement policies and processes.
- Develop, implement, deliver and maintain written procedures to ensure policies, practices and processes are appropriately followed.
- Assist with staff training and development.
- Performs other job-related assignments as requested by management.

Employee: _____

Date: _____

Immediate Supervisor: _____

Date: _____