

EDITED TASK LISTING

CLASS: TELECOMMUNICATIONS SYSTEMS ANALYST I

NOTE: Each position within this classification may perform some or all of these tasks.

Task #	Task
1.	Review and interpret existing or proposed telecommunications projects for departmental growth using regulations (Federal Communications Commission, American Disabilities Act, Public Communications Provisions) and other authoritative resources (e.g., State Administrative Manual [SAM], Departmental Operations Manual and California Department of Corrections and Rehabilitation [CDCR] Administrative Bulletins) as needed and/or directed by management.
2.	Ensure telecommunications project compliance by utilizing the scope of work (e.g., cost estimates, contracts, documents, Computer Aided Drawings [CAD], etc.) as needed and/or directed by management.
3.	Review and interpret contracts (independently or as a team) for procuring telecommunications goods or services for the department using personal knowledge, stakeholder input, vendor information, etc. as needed and/or directed by management.
4.	Prepare budgetary cost estimates, cost benefit analysis and communications justifications to make additions, changes and/or modifications to existing systems and/or for proposed conceptual system design utilizing Master Service Contracts and Master Service Agreements as needed and/or directed by management.
5.	Prepare reports for management that assess telecommunications traffic by identifying any misuse of the telecommunications system utilizing system management tools, i.e., switchview, system watch and inmate/ward telephone system as needed and/or directed by management.
6.	Research and identify (independently or as a team) departmental Budget Change Proposals (BCP) in support of new system acquisitions and/or existing system expansion (upgrade or replacement) utilizing surveys, vendors output, outdated equipment, previously published reports as needed or directed by management.
7.	Prepares (independently or as a team) departmental Budget Change Proposals (BCP) in support of new system acquisitions and/or existing system expansion (upgrade or replacement) utilizing surveys, vendors output, outdated equipment, previously published reports as needed and/or directed by management.
8.	Liaison to management, staff and vendors to provide information and/or technical expertise using departmental policy, (i.e., telecommunications, contracts, institutional security, etc.) and administrative procedures (i.e., Electronics Industry Association (EIA) and Telecommunications Industry Association (TIA) Standards, CA Code, etc.) as needed and/or directed by management.

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9.	Participate (independently or as a team) in the development of policies and procedures relating to the Telecommunications program of the department to ensure consistency and conformity with regulations (i.e., Public Utility Commission, Federal Communications Commission, American Disabilities Act, Public Communications Provisions) utilizing departmental administrative manuals, operational manuals and administrative bulletins as needed and/or requested by management.
10.	Participate (independently or as a team) in the short or long term planning strategies relating to the Telecommunications program of the department to ensure integrity and security of telecommunication systems and that departmental needs are met utilizing personal knowledge, stakeholder input, vendor information, etc. as needed and/or directed by management.
11.	Evaluate periodically telecommunication systems/equipment/ service and/or their use to determine operational efficiency and/or the institution's compliance with laws, rules, regulations, policies and warranties utilizing surveys, reports, site visits, direct observation, etc. as needed and/or requested by management.
12.	Make recommendations based on periodic evaluations of telecommunication systems/equipment/ services and/or their use to enhance operational efficiency and/or ensure the institution's compliance with laws, rules, regulations, policies and warranties utilizing surveys, reports, site visits, direct observation, etc. as needed and/or requested by management.
13.	Oversee any requests from management with the decision on the use of, purchase and/or installation of specialized telecommunications functions and/or new technologies, (i.e., facsimile lines, cellular telephones, radio, internet access, voice mail and inmate/ward phones) based upon pilot programs, studies, vendor information, etc., upon request.
14.	Serve as technical expert and advisor to management, staff and vendors to provide information on the use and day-to-day management of telecommunications technology (i.e., systems, equipment, and services) in support of the administrative, operational, and public safety missions of the department as needed and/or directed by management.
15.	Guide staff to perform low level troubleshooting of telecommunications systems equipment (i.e., complex multiple carrying equipment, radio control equipment, inmate/ward telephone system, auto-attendant and video conferencing) utilizing their personal knowledge, equipment manual, etc. upon request and/or directed by management.

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16.	Instruct staff to ensure the proper use of telecommunications systems equipment (i.e., complex multiple carrying equipment, radio control equipment, inmate/ward telephone system and video conferencing) utilizing their personal knowledge, equipment manual, lesson plans, etc. upon request and/or directed by management.
17.	Respond to inquiries (internal and external) regarding the telecommunications program and/or technology by providing the appropriate information (i.e., verbal or written) using knowledge, manuals, guidelines, contracts, planning documents, etc. upon request.
18.	Respond to emergency and priority communications requests to assist institutions to resolve issues by utilizing troubleshooting skills to determine proper action, (i.e., vendor assistance, technical or reference manuals, etc.) as needed and/or directed by management.
19.	Represent the Telecommunications Branch as part of the Facilities and Business Management Division Project Team (CDCR Project Directors, CDCR Telecommunications staff, Inmate Ward Labor (IWL), Project Managers), and with other stakeholders (Department of General Services, Telecommunications Division (DGS-TD) and Institutional Liaison staff) to ensure the timely and appropriate installation of telecommunication systems utilizing status reporting, dialogue, issue resolution, etc. as needed and/or directed by management.
20.	Assess the installation of telecommunications systems/equipment/services to certify compliance with relevant Master Service Contracts and/or Master Service Agreements utilizing personal knowledge, observation, vendor certification, etc. as needed and/or directed by management.
21.	Oversee and monitor all phases of the installation of telecommunications systems/equipment/services utilizing Federal, State, Local and departmental laws, rules, regulations, codes, service-to-site issues, design standards and project plans to ensure the timely and appropriate project completion within budget as needed and/or directed by management.
22.	Analyze and evaluate telecommunication project statement of works and/or project plans from service providers (i.e., vendors, subcontractors, DGS, etc.) to determine recommended changes (scope of work is accurate, complete, includes all site-specific tasks required for each installation/ replacement and is consistent with contract requirements) and/or approval utilizing knowledge, manuals, guidelines, contracts, planning documents, etc. as needed and/or directed by management.

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23.	Develop accurate records of telecommunication systems, equipment and services (i.e., inventories, program sheets, matrixes, drawings, etc.) for assigned sites or projects to assess system modifications, communicate system changes to service providers (vendors, DGS, etc.), respond to inquiries (internal and external) and/or system failures, etc. utilizing computer programs, filing system, etc. as needed and/or directed by management.
24.	Maintain accurate records of telecommunication systems, equipment and services (i.e., inventories, program sheets, matrixes, drawings, etc.) for assigned sites or projects to assess system modifications, communicate system changes to service providers (vendors, DGS, etc.), respond to inquiries (internal and external) and/or system failures, etc. utilizing computer programs, filing system, etc. as needed and/or directed by management.
25.	Coordinate full site completion and/or close out activities for each project with service providers, vendors, other state agencies, and the impacted program to produce an acceptance letter utilizing timesheets, as-built drawings, property survey documents, vendor information, etc. as needed and/or directed by management.
26.	Develop action plans and/or schedules which identify major milestone dates for critical path tasks to coordinate installation of new telecommunications systems/equipment/ services based on operational needs utilizing project management methods and tools, input from management, vendors, stakeholders, etc. as needed and/or directed by management.
27.	Monitor telecommunication system databases to ensure systems' features and functions are tailored to the needs and requirements of the program/project utilizing program sheets, system software, needs assessments, etc. as needed and/or directed by management.
28.	Analyze and evaluate telecommunication system/equipment design documentation (i.e., engineering, construction and redline drawings, etc.) from service providers (i.e., vendors, subcontractors, DGS, etc.) to determine recommended changes and/or approval utilizing knowledge, manuals, guidelines, contracts, planning documents, program requirements, etc. as needed and/or directed by management.
29.	Conduct and/or validate (independently or as a team) needs assessment to identify and determine telecommunication requirements to develop recommendations to management or program areas utilizing stakeholder surveys, existing communication system documentation, etc. as needed and/or directed by management.