

Enterprise Information Services
 HQ Desktop Support Unit
 Associate Information Systems Analyst (Spec)
 Duty Statement

Section:	Enterprise Information Services
Unit:	IT CSFO- HQ Desktop Support
Position Number:	065-620-1470-VAR
Classification:	Associate Information Systems Analyst (Spec)
Date:	8/23/16

Supervision: Under the general supervision of the Senior Information Systems Analyst (Supervisor) of the Sacramento Desktop Services (SDS) headquarters' team, the Associate Information Systems Analyst (AISA) provides support to customers using the Department's Information Technology mission critical and business essential computer systems. The AISA will provide 1st and 2nd level standard desktop support. Within the scope and complexity of the Associate 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 to prioritize work, initiate contact, and resolve issues. The incumbent is expected to know and apply knowledge about the organization's customer, stakeholder, business priorities and environment in order to complete work assignments in an effective, accurate, and timely manner. Interactions primarily with executive and headquarter offices, the Enterprise Service Desk, and 3rd-level subject matter experts require the incumbent to demonstrate the basic competencies associated with team leadership.

Knowledge: The incumbent, at this level, is expected to be familiar with generally accepted information technology concepts, methods, and principles. Prefer detailed knowledge of Desktops, workstations, notebooks, peripherals, Microsoft Windows Operating Systems and Microsoft Office products. Prefer knowledge of MS Exchange, Attachmate, Active Directory, Ghost, Remote Access Tools (e.g., Dameware and MS Remote Desktop), Remedy and PDAs including the iPhones. Prefer knowledge of applications used by customers to perform business functions. Prefer knowledge of network standards and principles. Must possess familiarity with general security concerns and common procedures for data backup and recovery. The employee must understand major computing environments and be familiar with the relationships and chain of command. Familiar with the phases of the Information Systems development and analysis life cycle (SDLC). Must be able to resolve a wide array of incidents. Must possess knowledge of information technology security strategies. Must understand the business of the organization. Prefer knowledge of desktop support functions.

Essential Functions: 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.

Guidelines: Guidelines are available, but since they are not completely applicable to the work or have gaps in specificity, the incumbent must use judgment in interpreting and adapting guidelines such as policies, operations manual, and work direction for application to specific cases or problems. The incumbent analyzes results and recommends changes. The incumbent is thoroughly familiar with the available tools, methods, and procedures associated with their area of specialization, (2) possesses adequate technical familiarity to make correct choices from alternatives in all these areas, and (3) is able to apply selected technical tools, guidelines, etc., in such a way as to meet set targets of cost, time, quality, and performance.

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Scope and Effect: Because of CDCR's multiple systems and complex computing environment, the services provided at the associate 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, or 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 and rigorous.

Complexity: To perform the customer support and technical liaison aspects of the job, the incumbent's work requires engaging in business relationships requiring tact and perspective. Work will also involve being familiar with the implication and uses of new technologies. Incumbents show initiative and make time available to ensure general and technical competencies are kept up-to-date in line with industry developments.

Personal Contact: Daily contact is made in person, via email or telephone with a wide range of system users to provide technical information and solve problems. The purpose and extent of each contact is different. Incumbent is expected to communicate effectively, with courtesy and diplomacy, both orally and in writing with peers, clients, and customers at all times. The incumbent works with managers, technical staff, and systems users to provide and make recommendations regarding systems and problems requiring solutions. Because the department contracts with vendors for support, the incumbents work with IT staff, vendors, and external entities to coordinate problem solving and ensure conformity of methods and practices.

Purpose of Contacts: Incumbents plan, coordinate, and advise on work efforts which resolve operating problems. They influence and motivate individuals and teams working toward mutual goals which have basic cooperative attitudes.

Specific responsibilities include the following:

45%	Desktop Functions: Problem Disruption and Resolutions <ul style="list-style-type: none"> • Supports application system users as requested. • Provides second level help desk support by resolving problems of moderate to the most complex nature. • Supports customers experiencing network problems of moderate to the most complex nature. • Supports customers experiencing hardware problems of moderate to the most complex nature. • Monitors the network and devices using Network Node Manager to identify possible outages. • Provides root cause analysis to implement or recommend implementation of solutions to customer reported or production problems. • Recommends incident control/problem management process improvements based on analysis of current process and service delivery targets. • Trains application users as needed, typically over the telephone. • Visits user offices and views their operations to better understand user constraints and needs. • Prepares ad-hoc reports.
20%	Customer Service: Service Request and documentation <ul style="list-style-type: none"> • Remotely staff the service desk upon request via remote ACD phone system. • Log and monitor customer calls requesting new services in Remedy, documents the request in an automated problem/request response system, forwards the request to

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units who fulfill the service request, verifies satisfaction of service request with the customer and closes the request report.

- Provide technical assistance utilizing the Automated Call Distribution phone system from CDCR employees throughout the state, reporting disruptions in SOMS, BIS, DDPS, IPTS, OBIS, MS Windows, IBM, MVS, MPE/ix, Unix, networks, or any of the computing IT services delivered by EIS.
- Perform the escalation process to communicate with management and staff the nature of incoming problems pertaining to critical systems, their status and resolution.
- Document service disruptions using Remedy application software and describe in detail what the customer was doing when the problems occurred and identify the application or systems involved. Determine if the application is an in house application, a shrink-wrapped application, or an application developed or provided by another agency.

15%	Hardware/Software Specification Support
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- Implements modification requests and resolves related problems of more complex nature.
- Identifies problems in application software, determines solutions based on root cause analysis.
- Participates in the analysis of system requirements and user specifications.
- Participates in hardware and software procurement.
- Prepares application system and user documentation.

5%	Training
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- 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.

5%	Technical Liaison
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- Reviews plans, designs, and system specifications developed by other project teams, to develop technical expertise and to identify necessary interfaces with assigned project.
- Prepares, presents, and attends walk-throughs.
- Participates in disaster recovery planning and testing.

5%	Work Plans, Proposals, and Reporting
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- Provides status reports.
- Provides workload information to supervisor.
- Participates in preparation of project plans and proposals.

5%	Methodologies and Standards
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- Participates in development of division-wide methodologies and standards.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____