

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**DUTY STATEMENT**

RPA

EFFECTIVE DATE:

CDCR INSTITUTION OR DEPARTMENT California Department of Corrections and Rehabilitation (CDCR)		POSITION NUMBER (Agency – Unit – Class – Serial) 065-620-1479-797
UNIT NAME AND CITY LOCATED California Health Care Facility (CHCF), Information Technology Services Division		CLASS TITLE Assistant Information Systems Analyst
WORKING DAYS AND WORKING HOURS 8:00 a.m. to 5:00 p.m. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO CHCF in Stockton, CA.
PROPOSED INCUMBENT (If known)		CURRENT POSITION NUMBER (Agency – Unit – Class – Serial)
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND INGENUITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE CRITICAL TO THE SUCCESS OF THE DEPARTMENT'S MISSION.		
Under the supervision of the CCHCS Data Processing Manager II (DPM II), the Assistant Information Systems Analyst (Asst. ISA) operates within a largely diverse technical delivery 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 possess 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. Additionally, duties include assisting with day to day desktop, application and network support, and activities necessary to ensure successful delivery of services to all CHCF customers.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use addition sheet if necessary)</i>	
ESSENTIAL FUNCTIONS		
35%	Assists with planning, coordinating, and advising on Information Technology (IT) work efforts to resolve technology operating problems; influences and motivates individuals and teams working toward mutual goals which have basic cooperative attitudes; assists with supporting customers experiencing IT problems of moderate to the most complex natures; assists team in root cause analysis to implement or recommend implementation of technology solutions; recommends incident control/problem management process improvements based on analysis of current process and service delivery targets; visits CHCF staff offices and views their operations to better understand constraints and needs and trains users as needed.	
25%	Project participant for critical IT key initiatives; participates in project meetings; assists with reviewing plans, designs and system specifications developed by project teams and assists with providing technical expertise and identifying necessary project interfaces; assists with providing workload information to supervisor and project managers; provides status reports; assists in project plans and proposal development; assists in the development of division-wide technology methodologies and standards.	
20%	Assists in analyzing data and situations; reasons logically and creatively; identifies and documents problems; draws valid conclusions; assists with developing effective solutions; applies creative thinking in the design and development of IT solutions; keeps up with the established testing and implementation standards; speaks, writes and presents effectively; assists in coordinating the activities of technical personnel; and acts as a technical specialist on less complex problem resolution activities; maintains current on emerging technologies, trends and best practices; tests and apply security patches, hot fixes, new software updates.	
20%	Performs customer support and technical liaison aspects of the job; engages in business relationships with tact and perspective; remains familiar with the implication and uses of new technologies; shows initiative and makes time available to ensure general and technical competencies are kept up-to-date in line with industry developments; performs other related duties as required.	

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	<p>KNOWLEDGE AND ABILITIES</p> <p><i>Knowledge of:</i> Principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; technical report writing.</p> <p><i>Ability to:</i> Analyze information and situations, identify and solve problems, reason logically, and draw valid conclusions; develop effective solutions; apply creative thinking in the design of methods of processing information with information technology systems; monitor and resolve problems with information technology systems hardware, software, and processes; establish and maintain effective working relationships with others; communicate effectively.</p> <p>DESIRABLE QUALIFICATIONS</p> <p><i>Knowledge of:</i> This is the assistant level and the incumbent is expected to be familiar with generally accepted information technology concepts, practices, methods, and principles. Because of the CHCF organization’s complex environment and diverse user population, the incumbents must understand the major computing environments and be familiar with the platforms commonly used in each setting, The incumbent must have knowledge of all electronic data processing equipment and its capabilities and interfaces between hardware and software; and has experience in the installation, maintenance, troubleshooting and implementation of less complex computer systems.</p> <p><i>Ability to:</i> Show initiative and work independently; utilize the reporting relationships, chain of command, etc. in securing the resources necessary to complete one’s assignments and independently solve a wide array of business problems; perform customer support and technical liaison aspects of the job.</p> <p><i>Special Personal Characteristics:</i> Effective communication skills, both written and verbal.</p> <p><i>Interpersonal Skills:</i> Ability to influence and motivate individuals and teams working toward mutual goals.</p> <p><i>Additional Desirable Qualifications:</i> Demonstrated ability to act independently; flexibility; tact; and ability to act effectively under pressure.</p> <p>SPECIAL PHYSICAL CHARACTERISTICS</p> <p>Persons appointed to this position must be reasonably expected to exert up to 40lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves frequent walking, standing and sitting. Persons appointed to this position must be able to travel to assigned locations.</p>
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SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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