

Enterprise Information Services (EIS)
Duty Statement

Section:	Infrastructure Services
Unit:	Infrastructure Management
Position Number:	065-620-1312-020
Classification:	Staff Information Systems Analyst (Specialist)
Date:	October 2014

Supervision: Under the general supervision of the Infrastructure Management Unit (IMU) Senior Information Systems Analyst (Supervisor), the Staff Information Systems Analyst (Specialist), (SISA) (Spec), will serve as an analyst and advisor for CDCR Infrastructure Services project management related processes. The SISA (Spec) will serve in the coordination, management, and monitoring of various tasks involving Business Services, Contract Services, Facilities Planning and Construction Management, and the project staff. The incumbent has responsibility for planning, designing, and carrying out project oversight/programs, studies, or other work independently given administrative direction with assignments in terms of broadly defined missions or functions by the supervisor. Work results are considered as technically authoritative interactions with other divisions' staff customers and Enterprise Information Systems Division subject matter experts.

Knowledge: This is the journey level and the SISA (Spec) is expected to demonstrate a full knowledge of and true proficiency with respect to data processing concepts, practices, methods, and principles; as well as resource, project and portfolio management, and IT Governance best 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 tools such as Microsoft Project. Knowledge of Project Management Institute (PMI) or other generally accepted project management standards is required.

Because of the organization's complex environment and diverse user population, the incumbent must possess:

- An ability to apply a wide breadth of knowledge in both enterprise development and maintenance of applications and in network processing to a variety of settings;
- A working knowledge of large-scale database architecture, data communication protocols, and network configurations;
- In-depth knowledge of the CDCR mission and business functions in order to take into account the larger business perspective in proposing information technology solutions;
- Knowledge of the roles and responsibility of oversight and regulatory agencies in assuring quality control and dependability;
- An ability to work independently in effectively securing resources and expertise through proper channels within the organization while developing and managing large and complex systems.

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, system enhancements, or configuration changes. The SISA (Spec) must also demonstrate team leadership by providing

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guidance and mentoring to the subordinate staff on the team. Travel may be required, including site visits to operating prisons and camps.

Scope and Effect: Because of CDCR's multiple systems and large, complex computing environment, the work performed on the product or service affects the work of other experts and up to the whole division. The scope of work affects IT projects and the prioritization and management of all division resources required to achieve the primary mission of CDCR. 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 systems developed via these projects are deployed to thousands of state and local law enforcement personnel, and provide data necessary for officer and public safety. They are also deployed to ensure the safe and secure housing of all of 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 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 projects. For support, the incumbent works with IT staff, vendors and external entities to coordinate problem solving and ensure conformity of methods and practices. The incumbent must be able to communicate effectively, both orally and in writing, with subordinates, peers, clients, and customers at all levels.

Purpose of Contacts: The incumbent must possess an ability to influence, motivate, persuade, and lead individuals or groups.

Specific responsibilities include the following:

40%	Project Management
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- Acts as a project lead on medium/small projects, or acts as assistant project lead on larger projects. Responsible for planning, coordinating, directing, and managing projects including budgets, cost tracking, schedules, resources, process flow diagrams, use cases and timelines through all phases of the projects.
- Follows the California Project Management Methodology (CA-PMM) and Software Development Life Cycle (SDLC) methodologies and is responsible for related project artifacts.
- Responsible for monitoring and controlling projects and providing regular project status reports. Develops and effectively manages a risk management plan, including risk identification, assessment, risk responses and related strategies, monitoring, communication, and escalation.
- Actively identifies and resolves project issues. Works collaboratively with outside vendors, analysts, level of care staff, hospital general services, plant operations, and staff from other business areas throughout the project. Responsible for involving the customer from the

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beginning and setting the stage for regular, open communication. Employs high quality customer service to ensure a successful project outcome.

- Communicates verbally and in writing with staff, project stakeholders, executive management, and personnel from other divisions. Leads project team meetings and discussions to arrive at consensus. 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. Write project status reports.

30%	Analysis for IT Projects
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- Performs complex business analysis for IT projects. This includes identifying business requirements, fiscal analysis, and report-writing (for example writing FSR's, BCP's, and use cases).
- Performs business analysis that includes working collaboratively with the customers throughout the project concept and initiation stages of project management life cycle, setting the groundwork for open communication and emphasis on meeting desired project goals. Serves as the advanced technical specialist performing complex analytical studies and activities on complex systems.
- Leads efforts to develop business cases in support of new projects, and works with business and technical staff to gather and document functional and system specifications to identify potential process and technology changes or opportunities to enhance or better utilize existing functionality of complex technology systems.
- Assists with project initiation including demonstrating business need and developing Feasibility Study Reports (FSR) and Budget Change Concepts (BCP). Develops and manages master project plans that coordinate individual work tasks, schedules, and baseline project budgets. Guides project team members and stakeholders through the project life cycle.

15%	User Support/ Equipment/Software Procurement and Inventory
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- Supports customers through submittal of new service requests.
- Assists conducting root cause analysis to implement or recommend implementation of solutions to customer reported or production problems.
- Assists in the submission of Change Requests.
- Ensures all procedures are in compliance with the Department of Technology Services (DTS), State Administration Manual (SAM), and the Departmental Operations Manual (DOM).
- Serves as the lead for the guidance of technical staff and coordination of scheduling and completion of work, and provides status reports.
- Participates in development of Service Level Agreements and Memorandums of Understanding, and schedules TelCos upgrades/installs.
- 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.

10%	Facility Support
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- Assists in daily facility walkthrough and safety check and monitors, updates Facility concerns, and issues via Remedy tracking system.
- Supports customers through submittal of new service requests and creates Leasing and Property Management Service Requests and Business Services Requests (BSR).

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- Coordinates with program staff, vendors, and Facility Leasing and Property Management to ensure completion of BSRs.
- Provides first line support for elementary issues related to facility needs within EIS.
- Liaison to requestors as necessary to facilitate management and completion of Facility Related Requests.
- Tracks facility-related requests and updates status in Remedy.
- Prepares status report of all facility-related requests for management.
- Performs other related duties as required.

5%	Other Duties
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- Other related duties as defined by the Unit Supervisor.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work.

A required function of this position is to consistently provide exceptional customer service to internal and external customers.

I have read and understand the duties listed above and I can perform these duties.

Employee: _____ Date: _____

Supervisor: _____ Date: _____