

Enterprise Information Services (EIS)  
Duty Statement

<b>Section:</b>	Customer Service & Field Operations
<b>Unit:</b>	Desktop Support & Preproduction Readiness Unit
<b>Position Number:</b>	065-620-1470-VAR
<b>Classification:</b>	Associate Information Systems Analyst (Specialist)
<b>Date:</b>	June 2016

**Supervision:** Under the general supervision of the Senior Information Systems Analyst Supervisor of the Desktop Support & Preproduction Readiness Unit, 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 1<sup>st</sup> and 2<sup>nd</sup> level standard desktop support. The incumbent will also provide backup support to the Service Desk who documents, troubleshoots, and tracks service disruptions in the above-mentioned systems. This also involves playing an active role in production readiness. The AISA will operate within a largely unsupervised environment but within a clear accountability framework.

**Knowledge:** This is a journeyman level and the incumbents at this level are expected to be familiar with generally accepted information technology concepts, practices, methods, and principles. Because of the organization's complex environment and diverse user population, the incumbents (1) must be familiar with the major computing environments and platforms commonly used in each setting, (2) must possess the ability to utilize the reporting relationships, chain of command, etc., in communicating a wide array of business problems, (3) must be thoroughly familiar with general security concerns and common procedures for data back-up and recovery, and (4) must possess an understanding of the business enterprise of the organization, including an appreciation for the salient political and regulatory issues faced by its management.

**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:** The AISA is responsible for establishing procedures, system policies, operations and reference materials for the services provided. The AISA must use his/her judgment to determine the scope and depth of guidelines for services under his/her responsibility. The AISA analyzes results and recommends changes.

**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 while working with lead journey level staff involve completing and assisting in multiple tasks, single significant functions, and multiple functions. The incumbents perform work where the service affects the work

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of many users or customers at many locations. Service level objectives are clearly defined.

**Complexity:** The AISA will perform work on more-complex-to-average difficulty in a wide range of analytical and evaluative assignments, which will assist in the implementation, maintenance, and support of information technology systems. Responsibilities will include participation in the analysis of user needs, systems analysis, documentation, testing, evaluation, user support, supporting needed processes, and training. The incumbent may also assist in preparing work plans, written reports, and presentations.

**Personal Contact:** The AISA is able to establish and maintain cooperative relationships with management, IT personnel, vendors, contractors, and all customer levels while processing service disruptions, service requests, or project-related matters. The AISA maintains a customer-friendly and professional attitude during all contacts. AISA also prepares information to EIS management for their review and approval.

**Purpose of Contacts:** The AISA is familiar with customer business program areas, practices, and IT service requirements. The AISA must determine appropriate resources when responding to customers and value differing viewpoints, goals, or objectives. The AISA possesses the ability to follow procedures and work effectively in a team environment, with individuals or groups.

**Specific responsibilities:** The duties of the Associate Information Systems Analyst (Specialist) include, but are not limited to the following:

50%	User Support	
		<ul style="list-style-type: none"><li>• Provide second level desktop support by resolving problems of moderate to complex in nature.</li><li>• Responsible for the installation, inventory, configuration, implementation and maintenance of networked hardware and software.</li><li>• Support customers experiencing hardware problems of moderate to the complex nature.</li><li>• Support application system users.</li><li>• Assist team in root cause analysis to implement or recommend implementation of solutions to customer reported problems.</li><li>• Recommend incident control/problem management process improvements based on analysis of current process and service delivery targets.</li><li>• Visit user offices and views their operations to better understand user constraints and needs.</li><li>• Research and solve problems beyond the expertise of the 1st level support. Document the resolution; train the Service Desk and team members to resolve future issues of this nature.</li><li>• Works directly with 3rd level support on resolving customer issues; follow up as needed.</li><li>• Provide backup to Field Institutions Desktop Support as needed.</li><li>• Travel to local offsite customers and working alternate hours required to support needs of business and customers.</li></ul>

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- Provides support, user training, and inventory tracking for mobile devices such as Blackberries, aircards, etc.
- Trouble shoot users computers by use of remote tools whenever possible to resolve issues.

10%	Application Software Development
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- Participates in the analysis of system requirements and user specifications.
- Participates in hardware and software procurement.
- Prepares application system and user documentation.
- Participates in and at times conducts user training activities.

10%	Project Management
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- Participates in preparation of project plans and proposals.
- Provides support to IT projects; i.e., workstation refresh, through the project life cycle.
- Leads small deployments of new workstations and applications.

5%	Strike Team Participant
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- Participates as part of a Strike Team constructed from various IT units to deploy and resolve critical computer issues that may affect the security of the CDCR network and computer resources at the various institutions when needed.

15%	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.
- Develops, tracks, coordinates, and conducts end user training for new software, tools, etc.

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%	Methodologies and Standards
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- Participates in development of division-wide methodologies and standards.
- Researches and recommends new technologies.

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Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Immediate Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_