

Enterprise Information Services (EIS)  
Duty Statement

<b>Section:</b>	Strategic Offender Management System (SOMS)
<b>Unit:</b>	Business Analysis and Project Management
<b>Position Number:</b>	065-625-1337-022
<b>Classification:</b>	Senior Information Systems Analyst (Specialist)
<b>Date:</b>	02/08/2016

**Supervision:** Under the general direction of the Systems Software Specialist III (Supervisory) in SOMS Business Analysis and Project Management, the incumbent is responsible for project management, business analysis, implementation and other analytical activities related to SOMS applications, reports and interfaces.

**Knowledge and Ability:** In this journey level position, the incumbent is expected to adhere to and enforce EIS data processing concepts, practices, methods, and principles as well as accepted industry best practices and standards, including Project Management and the Software Development Life Cycle (SDLC). The incumbent should have expert knowledge of the requirements, functional capabilities, and configurable elements of the SOMS applications, reports and interfaces, as well as the business that the software supports. The incumbent must have the ability to work independently while intentionally developing relationships with SOMS stakeholders. Interaction with business/program subject matter experts (SME) and other EIS technical personnel requires the incumbents to demonstrate competencies associated with effective written and verbal communication. The incumbent must demonstrate the ability to lead teams. Proficiency in MS Project, MS Visio, MS PowerPoint, MS Word, and MS Excel is required.

**Guidelines:** The incumbent should utilize initiative, creativity and resourcefulness in making recommendations for new policies, system enhancements, or configuration changes. In addition to state and federal laws and guidelines, the incumbent must adhere to CDCR policy regarding behavior or conduct on the job.

**Scope and Effect:** The incumbent performs various project management and/or business analytical work related to the SOMS application, reports and interfaces, where the results affect substantial numbers of staff and stakeholders. The incumbent must demonstrate competence in a general analytical role and demonstrate teamwork and a high degree of versatility. The incumbent will review change requests (application enhancements, application defects, infrastructure changes) submitted by business and technical stakeholders on a daily basis to assess impact of the change to SOMS applications, reports, interfaces and infrastructure components; works with technical and business subject matter experts to determine priority, severity and impact of proposed changes; communicates impact information to stakeholders via meetings, presentations and written correspondence. The incumbent executes EIS procedures and enforces policies for introducing change into SOMS controlled production and staging environments, assists team members and customers to follow policies and procedures, assists in performing updates and obtaining approvals for Change Management processes and procedures, responsible for providing customer guidance and support for production and project release/change control processes, assists in maintaining and distributing the enterprise change calendar, assists in impact analysis for production and staging environments including interfaces with other business applications and infrastructure components.

**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 to a broad range of activities with a substantial depth of analysis.

**Personal Contact:** The incumbent will work with managers, technical staff, contractors and systems users to provide recommendations regarding systems and problems requiring solutions. The incumbent must be able to communicate effectively, both orally and in writing, with subordinates, peers, clients, and customers at all levels. The incumbent must possess an ability to gain influence, motivate, persuade, and lead individuals or groups.

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This duty statement attempts to identify the most significant responsibilities but acknowledges that there may be other activities as required that make up the balance and totality of the job. Specific duties of the incumbent will include the following:

45%	Business Analysis
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- Participates in Change Management, including review and/or development of Change Requests and Impact Analysis Package documentation for the SOMS Change Control Board.
- Act as a resource to management and staff on SOMS functionality and business processes.
- Work with customers and/or SMEs to develop and document business processes.
- Facilitate requirements elicitation and analysis meetings to gather business requirements and rules.
- Participate in the development and/or review of business requirements documentation.
- Assist technical staff in development of design and technical requirements documentation.
- Develop workflow diagrams and other documents to describe the current and future business processes.
- Perform surveys and other feedback mechanisms to gather information for continued improvement of business processes.
- Communicate with stakeholders at an expert level orally and in writing.
- Conduct analytical studies as needed by SOMS Management.

45%	Project Management
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- Participate in the development and/or review of project documentation including, but not limited to, Feasibility Study Reports, Project Charter, Business Requirements, Technical Requirements, Test Plans, Change Requests, Configuration Management, Release Management and Post-Implementation Evaluation Reports.
- Develop work breakdown structures and maintain project schedules.
- Provided status reports and deviations from project milestones.
- Perform risk analysis and provide communication to stakeholders of issues pertaining to SOMS applications, reports and interfaces, including their status and resolution.
- Research, prepare and deliver presentations to stakeholders.

10%	Methodologies, Standards, Training and Others
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- Leads and/or participates in development of methodologies and standards.
- Demonstrate proficiency with available tools, methods and procedures to complete assignments.
- Perform administrative tasks such as timesheets, work effort tracking and status reports on a timely basis.
- Participate in Division meetings and team meetings/activities as required.
- Provide support to SOMS management.

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Employee

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Date

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Immediate Supervisor

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Date