

DUTY STATEMENT

Section	Enterprise Information Services
Unit	EIS Field Support Unit – SWIFT
Position Number	065-var-1470-var
Classification	Associate Information Systems Analyst, Specialist
Revised Date	March 2015

Supervision: Under the general supervision of the Senior Information Systems Analyst Supervisor (Sr. ISA-Sup), the Associate Information Systems Analyst, Specialist (AISA) will independently perform functions within the California Department of Corrections and Rehabilitation (CDCR), Electronic Information Systems (EIS), StateWide Information Systems Field Team (SWIFT).

This position includes planning for, installing, relocating, modifying, troubleshooting, tracking inventory, surveying (surplusing) old equipment, and supporting all Information Technology (IT) equipment in a service area. May include input into the development of PC deployment plans and completing designated tasks for IT projects as it relates to software and hardware testing, installation, and participate in special studies. The incumbent may work independently under the guidance of the Sr. ISA-Sup to be assigned workload that supports the SWIFT customers. The AISA performs tasks supporting the problem resolution process during the core business hours of the offices within the SWIFT Regions. This process includes the incident/service request process, escalation process, desktop support functions, and project management activities. Functions include, but are not limited to, work related to service disruptions and incidents, workstation standards, asset inventory management, problem management, reporting, knowledge of arithmetic techniques to calculate numerical data, utilization of problem solving techniques and processes and mobile (wireless) device support. Due to the nature of this position the employee may function with a high level of independence, but within a clear accountability framework.

Essential Functions: Overtime to be worked during the month, all efforts will be made to give advanced notice to accommodate schedule. Extensive traveling will be required to Parole Sites, Institutions, and other CDCR Offices 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/Parole Unit environment, safely drive a state-owned motor vehicle adhering to state policies and guidelines, and participate in the Department's annual TB test.

Knowledge: This range reflects the associate level and the incumbent is expected to demonstrate proficiency with respect to IT concepts, best practices, methods, and principles along with an in-depth understanding of, and currency with respect to evolving industry trends and standards. The incumbent will demonstrate working knowledge in enterprise system administration/operation, as well as an above average knowledge and ability to apply concepts relative to system, application and network components in designing, implementing and evaluating long term, complex information technology systems. The incumbent performs competently as a leader or as a team member in a multi-discipline team environment, as appropriate. The incumbent has knowledge of the

State budgeting process, legislative and administrative procedures, procurement documents and procedures, licensing issues and the roles and responsibilities of oversight and regulatory agencies. The incumbent has the ability to network and interface effectively with external entities, technical personnel, and upper management. Knowledge and experience includes Microsoft's current operating system platform including, but not limited to, systems security, Transport Control Protocol/Internet Protocol, CDCR's Desktop Common Operating Environment (COE); wide and local area networks; and computing environments from centralized to Client/Server.

The AISA has working knowledge of the following systems management software utilized at CDCR to support the Department's desktops and infrastructure:

- Virus protection and EPolicy management console;
- Workstation reimaging software and hardware (e.g. Symantec Ghost Software);
- Microsoft's Active Directory;
- Microsoft's XP or Windows 7 Operating System;
- Mobile Wireless Device Administration
- Remedy Action Request (client version)

The AISA has the ability to perform variety of task in IT projects; develop detailed specifications; design and build enterprise utilities; analyze data and situations; reason logically and creatively; identify and document problems; draw valid conclusions; and develop effective solutions. The AISA is able to apply creative thinking in the design and development of methods of processing data with electronic computers and keep with the established standards of testing and implementation. The AISA is able to work under pressure; speak, write and present effectively; prepare effective reports; may coordinate the activities of technical personnel; and act as a technical lead as appropriate to resolve technical problems or as an active team participant in special projects.

Guidelines: The AISA is responsible for complying with established procedures, system policies, operations and reference guideline materials for the provided services; and to advise the Sr. ISA-Sup, who is responsible for maintaining these guidelines, when the incumbent recognizes opportunities for improvement.

Complexity: The breadth of the position includes monitoring the desktop common operating environment services including access to enterprise computing environment for departmental business applications and systems, electronic mail, Internet/Intranet web sites, and infrastructure management. Applications include, but are not limited to, electronic mail, Internet web sites, Global Positioning System (GPS) Parolee Tracking, CalParole, Law Enforcement Automated Data System (Parole LEADS), Business Information System (BIS), and the Strategic Offender Management System (SOMS). The impact of these services affects business program areas utilizing the CDCR computing network for their business processes. When considering service enhancements or additions, the AISA assists in identifying impacts, appropriate methodology and steps to proceed, and alternatives for the CSFO customer. The AISA must ensure that the integration of multiple services occurs with the least amount of impact to customers and that problems are resolved quickly and effectively following the prescribed escalation problem resolution process.

Scope and Effect: The AISA is responsible to provide support services which affect a significant number of CDCR CSFO program customers. These customers include the Division of Adult Parole (DAPO), Board of Parole Hearings (BPH), Regional Accounting Offices (RAO), Legal Affairs, Office of Correctional Safety (OCS), and the Office of Peace Officer Selection (OPOS) within the SWIFT Regions. The AISA ensures the workstation hardware, software, and security standards are met and only allow authorized personnel access to the CDCR computing environment and services from those workstations. All of these services are utilized by multiple business areas within CDCR and are considered critical to the functional and business operation of the department.

Personal Contact: The AISA consults with external entities and advises management, administrative or executive staff on the planning, development, implementation and coordination of IT issues. This includes the operations, maintenance, installation and construction of information systems on a regular basis. The incumbent advises technical staff and system users to provide and make recommendations regarding systems and problems requiring resolutions. There is regular contact with IT staff, management, and external entities to coordinate problem resolution and ensure conformity of methods and practices. The Incumbent contacts users to discuss business and system requirements, and contact vendors to discuss existing or new technologies. The AISA communicates effectively, both orally and in writing, with subordinates, peers, clients and customers at all levels. The AISA presents information to CDCR management and their program areas regarding IT services or proposals.

Purpose of Contacts: The AISA is knowledgeable in customer business program areas, practices, and IT service requirements. The AISA possesses the ability to provide factual information, and consider and value differing viewpoints, goals, or objectives. The AISA possesses the ability to motivate individuals and teams working toward mutual goals, and may lead individuals or groups as appropriate.

DUTIES: The scope of these duties, which may require extensive travel, will be either statewide, regional, or centered on a major geographic area. The actual duties of the Customer Service and Field Operations (CSFO), Associate Information Systems Analyst (Specialist) include, but are not limited to, the following:

45% - Operations

- Performs customer support, desktop/mobile and printer device support, and local network administrative support services in the DAPO field environments;
- Executes the problem management process and escalates issues to appropriate EIS servicing units;
- Provides to the Sr. ISA-Sup costs, schedules, and benefits for department customer support, production, operations and desktop support services and projects;
- Provides the Sr. ISA-Sup with inventory information on new and existing equipment and equipment that has been relocated;
- Advises management on the requisition and use of computer hardware and software;
- Provide metrics on services to support service level agreements;
- Interpret and analyze numerical data accurately
- Identify problems, including cause and effect to ensure problems are properly addressed

- Analyze and evaluate data and information to formulate conclusions and courses of action
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions
- Advises the Sr. ISA-Sup on network communication alerts, disruptions, and planned outages;
- Carry out Security related tasks that support EIS directives and ISO Policy;
- Develops and implements customer support center services and related procedures;
- Generates workload and status reports while using the Department's IT workload tracking tool;
- Conducts, reviews, comprehends and tests training materials associated with Information Technology System Administrator requirements;

40% - Team Leadership

- Cooperates with the third level of IT Support at EIS and Parole Automation Unit (PAU) (application development, database, operations and security) to troubleshoot and resolve problems encountered in the field.
- Assists with conducting seminars, conferences, and presentations;
- Participates in the development of either IT or business continuity plans;
- Identify problems related to work unit operations or work assignments to determine cause and potential impact
- Participates in the development of policies, standards and procedures;
- Adhere to CDCR workstation/mobile device configuration and security standards.

15% - Methodologies, Standards, Training and other:

- Advises the Sr. ISA-Sup on policies for project initiation;
- Participates in division and section meetings and other activities as required;
- Participates in methodologies and standards for systems development, implementation and maintenance;
- Performs or directs troubleshooting of IT problems in production environment;
- Assists with conducting training for field staff and customers in the use of IT solutions including business applications.

Employee: _____

Date: _____

Immediate Supervisor: _____

Date: _____