

CALIFORNIA DEPARTMENT OF CORRECTIONS and REHABILITATION
Enterprise Information Services
Duty Statement

Unit	IT Customer Service and Field Operations-Institution Field Support
Position Number	065-var-1340-var
Classification	Senior Information Systems Analyst (Supervisor)
Revised Date	March 2015
Location	Various

Supervision: Under the general direction of the EIS Data Processing Manager III (DPMIII), the Senior Information Systems Analyst, Supervisor (Senior ISA Supv.) will perform lead functions within the California Department of Corrections' Division of Adult Institutions IT Field Support Unit. This position includes planning, and implementing projects, studies and other work independently that relates directly to customer field support activities. The Senior ISA (Supv.) provides administrative direction to the IT Field Support Staff with assignments in terms of broadly defined mission and objectives. The Senior ISA (Supv.) manages the problem resolution process within an Adult Institution. This process includes the incident/service request process, escalation process, desktop support functions, and project management activities. Management functions include, but are not limited to, assigning and coordinating the work related to service disruptions and incidents, equipment installation, the enforcement of workstation standards, asset inventory management, problem management, reporting, and mobile (wireless) device administration as well as personnel related administration.

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.

Knowledge: This is the expert level and the incumbent demonstrates true proficiency with respect to data processing concepts, practice, methods, and principles along with an in-depth understanding of, and currency with respect to evolving industry trends and standards. The incumbent will demonstrate specialization in enterprise system administration/operation as well as excellent working 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 demonstrates strong leadership skills. 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 Common Operating Environment (COE), Dynamic Host Configuration Protocol, Windows Internet Naming Service; wide and local area networks including wireless; and computing environments from centralized to Client/Server.

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The Senior ISA (Supv.) is also a subject matter expert with four or more of the following special purpose vendor supplied software packages:

- ❑ Network Associates' workstation virus protection and E-Policy management console;
- ❑ Microsoft Ghost Software;
- ❑ Microsoft's Active Directory;
- ❑ Microsoft's XP Operating System
- ❑ Blackberry Enterprise Management Console
- ❑ Goodlink Server Management Console
- ❑ Remedy Action Request (user version)

The Senior ISA (Supv.) has the ability to manage IT projects; develop detailed specifications; design and build small and non-complex enterprise solutions, analyze data and situations; reason logically and creatively; identify and document problems; draw valid conclusions; and develop effective solutions. The Senior ISA (Supv.) 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 Senior ISA (Supv.) is able to work under pressure; speak, write and present effectively; prepare effective reports; coordinate the activities of technical personnel; and act as a technical lead on complex problem resolution activities.

Guidelines: The Senior ISA (Supv.) is responsible for ensuring that procedures, system policies, operations and reference materials for the provided services are established and maintained. The Senior ISA (Supv.) must use his/her judgment to determine the scope and depth of guidelines for services under their responsibility.

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, infrastructure management. Applications include, but are not limited to, electronic mail, Internet web sites, LSTS, OBIS, DDPS, RSTS, and other applications existing and emerging. 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 Senior ISA (Supv.) assists in identifying impacts, appropriate methodology and steps to proceed, and alternatives for the Institutions. The Senior ISA (Supv.) must ensure the integration of multiple services occurs with the least amount of impact to customers and that problems are resolved quickly and effectively.

Scope and Effect: The services the Senior ISA (Supv.) is responsible to provide support services which affect a significant number of adult institution program users. These users include users department applications. The Senior ISA (Supv.) 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 Senior ISA (Supv.) consults with external entities and advises management, administrative or executive staff on the planning, development, implementation and coordination of the most complex 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

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external entities to coordinate problem resolution and ensure conformity of methods and practices. The Incumbent contacts users to discuss business and system requirements, contractors to provide contract oversight, and contact vendors to discuss existing or new technology. The Senior ISA (Supv.) communicates effectively, both orally and in writing, with subordinates, peers, clients and customers at all levels. The SRISA Supervisor presents information to CDCR management and their program areas regarding IT services or proposals.

Purpose of Contacts: The Senior ISA (Supv.) is knowledgeable in customer business program areas, practices, and Information Technology (IT) service requirements. The Senior ISA (Supv.) possesses the ability to provide factual information, and consider and value differing viewpoints, goals, or objectives. The Senior ISA (Supv.) possesses the ability to motivate, persuade and lead individuals or groups.

The actual duties of the Senior ISA (Supv.) include, but are not limited to, the following within the Adult Institutions:

50% - Team Supervision

- Provides leadership and direction to the IT support staff in workload management.
- Assists in budgetary, contractual, and administrative requirements;
- Identifies and apply requirements of oversight and regulatory agencies;
- Acts as technical advisor to the IT Field Staff within Adult Institutions.
- Cooperates with the third level of IT Support at EIS (application development, database, operations and security) to troubleshoot and resolve problems encountered in the field.
- Performs IT team position's personnel management within the Senior ISA's area.
- Creates and implements policies, standards and procedures;
- Conducts seminars, conferences, and presentations;
- Create/implements and/or modifies service level agreements;
- Develops contingency plans;
- Documents workstation/mobile device configuration standards;
- Makes application, production and operation presentations to management;
- Develops impact assessments of proposed executive and legislative changes.

35% Operations (routine tasks and activities)

- Coordinates and controls the implementation of customer support, desktop/mobile device support, and network administrative support services in the Adult Institutions;
- Oversees the problem management process and escalates issues to appropriate EIS servicing units;
- Collects, monitors and reports costs, schedules, and benefits for department customer support, production, operations and desktop support services and projects;
- Provide metrics on services to support service level agreements;
- Composes and/or reviews network communication alerts, disruptions, and planned outages;
- Develops, tests, and implements customer support center services and related procedures;
- Generates workload and status reports using the Department's IT workload tracking tool
- Conducts, reviews, and tests training materials associated with Information Technology System Administrator requirements; and
- Prepare/reviews status reports on various assigned projects.

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15% Methodologies, Standards, Training and other:

- Participates in the formulation of policies for project initiation;
- Develops methodologies and standards for systems development, implementation and maintenance;
- Participates in division and section meetings and other activities as required;
- Performs or directs troubleshooting of complex problems in production environment;
- Requests system changes through the change control and configuration management;
- Reviews plans, designs and system specifications developed by other project managers;
- Prepares training outlines and conduct training for IT support.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____