

CALIFORNIA DEPARTMENT OF CORRECTIONS and REHABILITATION
Enterprise Information Services
Duty Statement

Unit	IT Customer Service and Field Operations-Institutions
Position Number	065-var-1470-var
Classification	Associate Information Systems Analyst (Specialist)
Revised Date	March 2015
Location:	Various

Under general supervision of the Senior Information Systems Analyst Supervisor, the Associate Information Systems Analyst (AISA) (Specialist) will participate in a wide variety of consultative, analytical, and evaluative assignments for development, procurement, implementation, maintenance, and support of the Institution's Information Services. The AISA (Specialist) will participate in the modification and enhancement of application programs. Responsibilities will include participation in the analysis of user needs, systems analysis, functional and detailed design, documentation, testing, installation activities, evaluation, user support, and training. The incumbent may also prepare work plans, written reports, and presentations. The duties of the Associate Information Systems Analyst (Specialist) will include the following:

Knowledge: This is the associate 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 understand the major computing environments and be familiar with the platforms commonly used in each setting, (2) must possess the ability to utilize the reporting relationships, chain of command, etc. in securing the resources necessary to complete one's assignments and independently solve a wide array of business problems, (3) must possess familiarity with general security concerns and common procedures for data back-up and recovery, and (4) must possess a solid 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: Guidelines are available, but since they are not completely applicable to the work or have gaps in specificity, the incumbent must use judgment in interpreting and adapting guidelines such as policies, operations manual, and work direction for application to specific cases or problems. The incumbent analyzes results and recommends changes. The incumbent is thoroughly familiar with the available tools, methods, and procedures associated with their area of specialization, (2) possesses adequate technical familiarity to make correct choices from alternatives in all these areas, and (3) is able to apply selected technical tools, guidelines, etc., in such a way as to meet set targets of cost, time, quality, and performance.

Scope and Effect: Because the 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 involve multiple tasks, single significant functions, or multiple functions. The incumbents perform work where the service affects the work of many users or customers at many locations. Service level objectives are clearly defined and rigorous.

Complexity: To perform the customer support and technical liaison aspects of the job, the incumbent's work requires engaging in business relationships requiring tact and perspective. Work will also involve being familiar with the implication and uses of new technologies. Incumbents show initiative and make time available to ensure general and technical competencies are kept up-to-date in line with industry developments. The incumbent will be required work at a Adult Institution.

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Personal Contact: Daily contact is made with a wide range of systems users to provide technical information and solve problems. Personal contacts are not routine, the purpose and extent of each contact is different. Incumbents are expected to communicate effectively, both orally and in writing with peers, clients, and customers. Presentations will be expected based on work product. The incumbent works with managers, technical staff, and systems users to provide and make recommendations regarding systems and problems requiring solutions. The incumbents also will be required to work with IT staff, vendors, and external entities to coordinate problem solving and ensure conformity of methods and practices.

Purpose of Contacts: Incumbents plan, coordinate, and advise on work efforts which resolve operating problems. They influence and motivate individuals and teams working toward mutual goals which have basic cooperative attitudes.

Specific responsibilities include the following:

- 45% User Support: Support application system users as requested. Provide help desk support by resolving the more routine problems. Support customers experiencing network problems of routine nature. Support customers experiencing hardware problems of routine nature. Conducts root cause analysis to implement or recommend implementation of solutions to customer reported or production problems. Analyze and create new incident control/problem management procedures. Break/Fix and/or Train users as needed, typically over the telephone, (Desk Top Support). Visit user offices and view their operations to better understand user constraints and needs. Prepare ad-hoc reports.
- 25% Application Software Maintenance: Implements modification requests and resolves related problems of the routine nature. Identifies problems in application software, determines solutions based on root cause analysis.
- 5% Application Software Development: Conduct analysis of system requirements and user specifications. Participate in hardware and software procurement. Prepare application system and user documentation. Participate in user training activities and define issues.
- 5% Training: Provide and develop formal and informal training programs to strengthen analytical skills and enhance knowledge of software tools and packages which would prove beneficial to end-users.
- 5% Technical Liaison: Review plans, designs, and system specifications developed by other project teams, to develop technical expertise and to identify necessary interfaces with assigned project. Prepare, present, and attend walk-throughs. Participate in disaster recovery planning and testing.
- 5% Work Plans, Proposals, and Reporting: Create and provide status reports. Provide workload information to supervisor. Participate in preparation of project plans and proposals.
- 5% Methodologies and standards: Participate in development of division-wide methodologies and standards.
- 5% Other duties as assigned

Employee

Date

Supervisor

Date