

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-1479-var
Classification	Assistant Information Systems Analyst
Revised Date	March 2015
Location:	VARIOUS

Under the supervision of the Senior Information Systems Analyst (Supervisor), the Assistant Information Systems Analyst (Asst. ISA) will provide assistance and support to all Institution automated information systems. Performs assigned systems analysis, assists in the coordination of computer systems and operations, and trains users in operation procedures. Confers with information systems staff in system studies and overall standardization of computer programs and possible liabilities. Performs liaison functions as assigned. Knowledge of electronic data processing equipment and its capabilities, and electronic computer programming. Knowledge of the techniques of computer applications, designing programs and writing operational procedures.

Essential Functions:

Within the scope of the Assistant level IT assignments, the incumbent operates within a largely diverse technical environment but within a clear accountability framework and possesses the necessary general and technical competencies for the following:

- 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, safely drive a state-owned motor vehicle adhering to state policies and guidelines, and participate in the Department's annual TB test.
- Answers customer calls and documents trouble tickets in the information technology tracking system.
- Generates service disruptions reports to monitor workload and priorities.
- Provides remote workstation support to the end users using a remote desktop support tool.
- Coordinates with Service desk staff in restoring services that are managed centrally by EIS HQ.
- Creates, reviews, and maintains help desk procedures utilized in supporting the various CDCR applications.

Knowledge: This is the assistant 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 possess an understanding of the business enterprise of the organization, including an appreciation for the salient political and regulatory issues faced by its management.

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

Scope and Effect: Because of CDCR's multiple systems 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, and multiple functions. The incumbents perform work where the service affects the work of many users or customers. Service level objectives are clearly defined.

Complexity: The Asst. ISA will perform the work in a wide variety of analytical and evaluative assignments, which will assist in the implementation, maintenance, and support of information technology systems. Responsibilities will include analyzing user needs, systems analysis, documentation, testing, evaluation, user support, and training. The incumbent may also prepare work plans, written reports, and presentations.

Personal Contact: The Asst. ISA 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 ASST. ISA maintains a customer-friendly and professional attitude during contacts. ASST. ISA is expected to communicate effectively, both orally and in writing with peers, clients, and customers.

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

SPECIFIC DUTIES:

50% Problem Disruption and Resolutions:

Assistance to the Associate Information Systems Analyst in the daily coordination and support of all computer systems as assigned to include the DDPS, OBIS, PIMS, SOMS, BIS, deployment and maintenance of Personnel Computers, Monitoring of the security system, error reconciliation and staff training. Assist in the resolution and analysis of problem areas. Review departmental problem areas. Review departmental procedures and insure data integrity. Communicate with EIS technical staff to escalate technical issues and work effectively with all levels of EIS staff including external service providers such as SCO & DOJ. Perform technical duties dealing with trouble shooting of systems as well as the installation and upgrade of equipment and software when necessary.

25% Training:

Assist with the ongoing training of systems users in the appropriate program applications. Ensure accountability of users and systems security. Maintain the record keeping relative to computer systems and their users. Responsible for implementation and scheduling of computer training classes for users.

15% Audits and Maintenance:

Assist in audits of all systems for accuracy and approved usage of the computers. Regularly inspect all computer areas for security violations. Work concurrently with other staff in the preventive maintenance program on information systems to reduce downtime.

5% Procurement:

Procurement of computer equipment to include installation. Provides justification of equipment and insures proper utilization. Provides system maintenance as needed.

5% Performs other IT program support duties as required.

Attend mandatory In-Service Training. Performs other duties as required and appropriate in support of the information systems office.

Supervisor Signature

Date

Employee Signature

Date