

Enterprise Information Services
Duty Statement

Section:	Application Maintenance Support (AMS)
Unit:	Parole Automation and Biometrics Identification Systems
Position Number:	065-620-1312-042
Classification:	Staff Information Systems Analyst (Specialist)
Date:	April 2016

Supervision: Under the general supervision of the Data Processing Manager II, the Staff Information Systems Analyst (Specialist) (SISA (Spec)) is responsible for supporting, reviewing and acting as a specialist for application development and analytic related needs affecting law enforcement customers who use the Adult Parole Offender Management System (APOMS). Working both independently and cooperatively with others, the SISA (Spec) has the authority to carry out assignments using considerable judgment to achieve objectives while adhering to established time frames and performance standards. The SISA (Spec) is responsible for recommending application development methodology innovations that would help provided better services to customers.

Knowledge: This is a journey level position and the SISA (Spec) must be familiar with data processing concepts, practices, methods and principles, particularly the phases of the System Development Life Cycle (SDLC) as implemented within the Enterprise Information Services (EIS). The SISA (Spec) applies this knowledge to Information Technology (IT) projects and imparts this knowledge to other co-workers. The incumbent is expected to understand the organization's priorities and to take into account the larger business perspective in proposing and designing IT solutions. The incumbent provides technical support in the development, implementation and maintenance of mission critical, long-term IT application systems. The incumbent provides a lead role in business analysis, system support, data maintenance and data quality tasks, planning, testing and facilitating application activities independently and working with the team(s).

The incumbent has the knowledge and skills to provide customer support, analyze data and situations, reason logically and creatively, identify application problems, draw valid conclusions, develop effective solutions, write technical documentation, and assist in the implementation of application enhancements. To be successful, the SISA (Spec) plans project activities, prioritizes work, resolves issues, coordinates project resources, performs project tasks, estimates resources and time needed to complete work, and completes the work in an effective, accurate, and timely manner.

The incumbent, at this level, communicates effectively, orally and in written form with peers in the CDCR as well as with external customers and vendors. The incumbent writes project status reports and detailed program specifications, documents procedures, creates project plans, and produces project and budget documentation. The incumbent also conducts training sessions for users, gives verbal presentations to customers, and briefings to EIS management.

Guidelines: The SISA (Spec) is responsible for following established procedures, system policies, operations and reference materials for the services provided. These include, but are not limited to: State Administrative Manual, Department Operations Manual, IT Strategic Plan (CalTIPS), and various instructional and user manuals for the hardware, software, and tools used and supported by Enterprise Information Services and AMS

Complexity and Scope: The breadth of the SISA (Spec) position includes analyzing, developing, and supporting enterprise-wide applications and information systems for departmental business functions. The SISA (Spec) responsibilities are project and application

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tasks in support of the EIS – Application Maintenance and Support Unit, APOMS, in addition to other EIS-AMS applications as needed. These critical applications are utilized statewide and affect a significant number of CDCR program areas including the Parolee Automated Cash Assistance Tracking System, Parolee at Large Report and Tracking Systems, Parole Planning and Placement and the Sex Offender Residency Tracking System. This position significantly utilizes SQL programs; experience developing, maintaining and enhancing this program is required. The systems provide data essential to officer and public safety and are also utilized by many external entities, including county court and law enforcement personnel. When considering service enhancements or additions, the SISA (Spec) assists in identifying impacts, appropriate methodology, steps to proceed and alternatives for the CDCR and external customers.

Personal Contact: The SISA (Spec) is able to establish and maintain cooperative relationships with management, IT personnel, representatives from other state agencies, vendors, contractors, and all customer levels. The SISA (Spec) maintains a customer-friendly and professional attitude during contacts.

Purpose of Contacts: The SISA (Spec) is familiar with customer business program areas, practices, and IT service requirements. The SISA (Spec) possesses the ability to provide factual information, and consider and value differing viewpoints, goals, or objectives.

Specific responsibilities include the following:

50%	Business Analyst for Application Testing, Training and Implementation
	<ul style="list-style-type: none">• Independently analyze requirements and develop implementation plans.• Prepare and review training documentation and participate in user training activities.• Interview customers and prepare formal system requirement specifications.• Prioritize work, initiate contact with the appropriate staff and resolve issues.• Test and install systems, software or application functionality.• Prepare for, conduct, and participate in application walk-throughs.• Review project deliverables in each phase of the SDLC.• Prepare system, program and user documentation.• Coordinate and work with consultants and vendors.• Develop impact assessments of proposed executive and legislative changes.• Coordinate data maintenance and data quality efforts.
30%	Application Maintenance and Support
	<ul style="list-style-type: none">• Troubleshoot problems in production systems, isolate causes, test, document and resolve application issues.• Test new operating environments, configurations and assist migrating existing systems.• Provide third level support to system users and provide assistance/training as needed.• Understand general security concerns, data backup, and recovery procedures.• Assist team efforts to develop solutions for common maintenance problems.
15%	Project Plans, Schedules, Reporting and Procurements
	<ul style="list-style-type: none">• Develop and review project plans, schedules and application metrics.• Report project status, risks and issues to management, project leads, and internal/external stakeholders as needed.• Develop contingency plans as needed.

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- Develop change control board reports.
- Research, prepare and deliver presentations to users and EIS management.
- Participate in procurement processes for required hardware, software and services.

5%	Methodologies, Standards and Others
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- Participate in the development of methodologies and standards.
- Participate in formal and informal training programs to strengthen analyst skills and knowledge of methodologies, techniques, tools, and packages.
- Be thoroughly familiar with the available tools, methods and procedures to complete assignments.
- Evaluate commercial software products to determine potential benefit to the organization.
- Participate in Division meetings and other activities as required.
- Participate in team and program meetings and other team activities as required.
- Research, investigate and keep current on trends in Information Technology.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____