

Enterprise Information Services
Duty Statement

Section:	Application Maintenance Support (AMS)
Unit:	Corrections Applications Solutions (CAS)
Position Number:	065-638-1312-001
Classification:	Staff Information Systems Analyst (Specialist)
Date:	April 2016

Supervision: Under the general supervision of the Data Processing Manager II and senior level staff within Litigation Application Maintenance and Support (LAMS) in AMS, the Staff Information Systems Analyst (SISA) is given administrative direction with assignments, in terms of broadly defined missions or functions by the manager and application team peers.

Knowledge: The SISA must be familiar with data processing concepts, practices, methods and principles, particularly the phases of the Software Development Life Cycle as implemented within the Enterprise Information Services (EIS). The incumbent 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 business and priorities, and to take into account the larger business perspective in proposing and coordinating IT solutions. The incumbent provides business analysis and 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, skills and ability to provide application support to customers, write system requirement specifications, software testing documentation, analyze data and systems, and to solve application problems. To be successful, the SISA plans project activities, prioritizes work, resolves issues, performs project tasks and completes the work in an effective, accurate, and timely manner.

The incumbent completes assignments involving multiple tasks, single significant functions, or multiple functions. These assignments could include writing test scripts, developing detailed application specifications, analyzing data and situations, reasoning logically and creatively, identifying problems, drawing valid conclusions, developing effective solutions, and documenting procedures and programs.

The incumbent, at this level, communicates effectively, orally and in written form with peers in the CDCR as well as with external customers. The incumbent is also comfortable with conducting meetings, presentations and coordinating training activities with customers.

Guidelines: The SISA 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, Strategic Information Systems Plan, Change Control policies and procedures, and various instructional and user manuals for the hardware, software, and tools used and supported by EIS and AMS.

Complexity and Scope: The breadth of the SISA position includes analyzing, developing, and supporting enterprise-wide applications and information systems for departmental business

functions. The SISA's responsibilities are project and application tasks in support of the Board's Information Technology System (BITS), Disability Effective Communication System (DECS) and the Parole Violation Disposition Tracking System (PVDTs), in addition to other EIS applications as-needed. These critical applications are utilized statewide and affect a significant number of CDCR program areas including the Board of Parole Hearings, Division of Adult Institutions, Division of Adult Parole Operations and the Class Action Management Unit. 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 assists in identifying impacts, appropriate methodology, steps to proceed and alternatives for the CDCR and external customers.

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

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

The actual duties of the incumbent will include the following:

50%	Business Analyst for Application Testing, Training and Implementation
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- 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 System Development Life Cycle.
- 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
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- 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
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- 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.
- 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.

This Duty Statement, including the activities, objectives, and performance standards, has been reviewed by the undersigned.

Employee's Signature

Date

Supervisor's Signature

Date