

Enterprise Information Services (EIS)  
Duty Statement

<b>Section:</b>	EIS Infrastructure Services Section
<b>Unit:</b>	Information Technology Service Center
<b>Position Number:</b>	065-650-1470-802
<b>Classification:</b>	Associate Information Systems Analyst (Specialist)- Swing and Grave
<b>Date:</b>	January 2016

**Supervision**

Under the general supervision of the Data Processing Manager, the Associate Information Systems Analyst (Associate ISA) in the Information Technology Service Center (ITSC), performs journey-level work of a complex nature to troubleshoot, identify, and solve issues; reasons logically and draws valid conclusions; and resolves incidents using various IT-related technical and problem-solving tools. The Associate ISA works closely with all levels of support staff and vendors to monitor and facilitate resolution of incidents and service requests. The Associate ISA thoroughly and effectively documents and tracks incidents and service requests.

**Knowledge**

The Associate ISA must (1) be familiar with the major computing environments and platforms commonly used within CDCR's complex environment and diverse user population settings, (2) recognize and utilize proper reporting relationships, chains of command, and escalation processes in communicating a wide array of business problems, (3) be familiar with the support of complex and sensitive Wide Area Network (WAN) and Local Area Network (LAN) systems having department and statewide impact, and (4) possess an understanding of the business enterprise of the organization, both internal and external, including an appreciation for the relevant and fluid political and regulatory issues..

The Associate ISA should have knowledge of and experience in IT customer service practices. The incumbent at this level is expected to be familiar with generally-accepted information technology concepts, practices, methods, and principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques.

The Associate ISA should have a working understanding of network operating systems and configurations; network troubleshooting techniques and associated basic Command Line Interface commands; desktop applications (i.e. Microsoft Office); DameWare, Remote Desktop; Microsoft Active Directory Account Management; file permissions; BMC Remedy IT Service Management suite; McAfee Enterprise Virus Protection; Microsoft current operating system platform including, but not limited to, systems security, Transport Control Protocol/Internet Protocol, Dynamic Host Configuration Protocol, Windows Internet Naming Service; wide and local area networks; and computing environments from centralized to Client/Server.

**Abilities**

The Associate ISA thinks clearly, analyzes problems, and takes effective action; handles sensitive and confidential assignments with tact and diplomacy; works well under pressure and within time constraints; adapts well to changing priorities; works effectively both independently and in a team environment; establishes and maintains cooperative working relationships; maintains a courteous, respectful and professional rapport with employees, peers, customers, allied agencies, vendors and the public.

The Associate ISA must exhibit the following qualities: Thinks clearly, analyzes problems, and takes effective action; handles sensitive and confidential assignments with tact and diplomacy; works well under pressure and within time constraints; adapts well to changing priorities and

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takes initiative. He/she communicates in a clear and concise manner both orally and in writing that is easily understood by the intended audience; meets deadlines and completes projects on time and within budget, is punctual to work and to meetings, and demonstrates good attendance.

**Interpersonal Skills**

The Associate ISA is able to work well with a team; receive and follow direction from supervisors; adhere to a required job schedule; focus attention on details; follow work rules; communicate by speaking and writing in a clear and concise manner; work efficiently, conscientiously and professionally; and remain professional and calm when dealing with an emotionally upset individual.

**Work Environment**

The Associate ISA is able to effectively handle stressful situations and meet deadlines; sit at a personal computer for extended periods of time; use fine motor skills on their computer; read and comprehend general business correspondence; cooperate with management and team to provide coverage on weekends and holidays. The Associate ISA will be working in an office environment and will abide by current office policies.

**Essential Functions**

Within the scope of the Associate ISA 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:

- Respond to customer calls and emails in a timely manner, with particular emphasis on customer service.
- Open Remedy incidents for all incoming calls and emails.
- Triage first and second-level customer incidents.
- Identify, research, and resolve customer issues using the tools provided, and in a timely manner.
- Follow-through on customer inquiries to satisfactory conclusion.
- Monitor the network using monitoring tools provided and reports anomalies to the appropriate support team(s) or Telco companies.
- Troubleshoot network devices and perform basic commands (including reload and configuration, when required) from the Command Line Interface.
- Collaborate with field IT staff to restore network and application access following CDCR's server and network failures.
- Monitor service disruptions, workload, and priorities.
- Identify problems, including cause and effect to ensure problems are properly addressed.
- Analyze and evaluate data, information, and situations to formulate conclusions and appropriate courses of action, using logic and reasoning to identify the strengths and weaknesses of alternative solutions.
- Integrate new information with existing knowledge to formulate conclusions.
- Work on multiple projects and/or assignments simultaneously, prioritizing work assignments and/or problem solutions to ensure completion within established timeframes.
- Adapt to changes in priorities, work assignments, and other interactions.
- Perform job tasks during stressful working conditions (e.g., tight deadlines, heavy workload).
- Release notifications to the CDCR network community regarding interruptions, disruptions, and restoration of various services.
- Interpret and direct IT Incidents and Service Requests to appropriate servicing units when the Associate ISA cannot provide an immediate technical resolution.

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- Provide remote workstation support to the CDCR network end-users using remote desktop support tools.
- Determine the accuracy of various mathematical calculations.
- Read and interpret charts, diagrams, and graphs.
- Interact with and relate effectively to individuals at all levels of an organization.
- Provide technical and descriptive documentation.
- Adaptable to changing circumstances such as, but not limited to, sitting for extended periods of time, use of the telephone, work flexible schedules (includes holidays) or shifts and occasionally lift equipment up to 25 pounds.
- This is a swing shift position and availability to work during the time frames specified is an essential job function. The work week is Friday to Monday from 1:00 pm to 11:30 pm. The position work week and hours may be subject to change based upon business and operational needs. An alternative work schedule and telecommuting may also be considered. The Associate ISA must have the ability to work flexible hours, provide coverage when necessary and may be required to work overtime, temporarily adjust schedule to provide coverage or travel.

**Marginal Functions**

The Associate ISA maintains their professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies; and taking full advantage of in-service, on the job, and other related training opportunities.

**Guidelines**

The Associate ISA is able to follow and explain complex procedures, system policies, operations and reference materials for the services provided; uses good judgment to determine the scope and depth of guidelines for services within the area of responsibility.

**Scope and Effect**

Because of CDCR's multiple systems and complex computing environment, the services provided by the Associate ISA affects a wide range of established activities, major activities of organizational concern, and the operation of partnering organizations. The scope of work is broad, and commensurate with the breadth and depth of general and technical competencies. Assignments involve multiple tasks, single significant functions, and multiple functions. The incumbent performs tasks where the service affects many users and customers at many locations. Service level objectives are clearly defined.

**Complexity**

The Associate ISA performs work of average to complex difficulty in a wide variety of analytical and evaluative assignments, which assists in the implementation, maintenance, and support of information technology systems, including analyzing user needs, systems analysis, documentation, testing, evaluation, user support, training and ensuring the availability of the data communication infrastructure throughout CDCR's enterprise network environment. The incumbent may also assist in the preparation of work plans, written reports, and presentations. The Associate ISA at times prepares information for EIS management review and approval.

**Personal Conduct**

The Associate ISA establishes and maintains cooperative relationships with management, peers, vendors, contractors, and all customer levels. The Associate ISA maintains a customer-friendly and professional attitude during contacts.

**Purpose of Contact**

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The Associate ISA is familiar with customer business program areas and practices, and IT service requirements. The Associate ISA determines appropriate resources when responding to customers and values differing viewpoints, goals, and objectives. The Associate ISA possesses the ability to follow procedures and work effectively in a team environment and individually.

**Duties**

The duties of the Associate ISA include, but are not limited to the following:

**40% - Production Operations, Application Software Support and Tier 1/Tier 2 Customer Service**

- Analyze moderately complex IT related problems and develop solutions for customer reported or production problems utilizing various tools and resources on a daily basis.
- Respond to first and second level help desk trouble tickets and provide status updates.
- Provide monthly support of processing DJJ, OBIS and OBITS data requests and issues.
- Interact with support and maintenance vendors to ensure problems are detected and resolved as quickly as possible.
- Provide daily shift turnover.
- Provision users for access to selected applications or process.
- Answer customer calls and report disruptions in any of the computing services delivered by Enterprise Information Services (EIS), document the disruption in an automated problem/request response system, employ troubleshooting techniques to resolve the less complex to average problems, verify resolution/satisfaction with the customer, and close the problem report.
- Answer customer calls requesting new services, document the request in an automated problem/request response system, forward the request to the unit who would fulfill the service request, verify satisfaction of service request with the customer, and close the request report.

**35% - Network Troubleshooting and Resolution**

- Provide multi-level support to resolve moderately complex problems (e.g., network, hardware, software, applications, etc.) to support customers experiencing system interruptions using various resources.
- Maintain routers, switches, VPN, proxy and network monitoring tools in a multi-vendor environment.
- Monitor the network and network devices using monitoring tools to identify possible outages and manage responses to alerts.
- Provide technical support and troubleshoot operational problems as a part of ongoing support of the LAN and WAN.

**15% - Research and Support of Core Technologies**

- Maintains expertise in department-wide network infrastructure systems.
- Maintains currency of emerging technologies, trends and best practices.
- Access knowledge base systems to find solutions for technical problems.

**5% - Training**

- Keep abreast of industry standards, the latest equipment and technology available for use by State government.
- Participate in training and development activities for career development.

**5% Performs other customer and network support duties as required**

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Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_