

Enterprise Information Services Duty Statement

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| Section: | Enterprise Information Services |
| Unit: | Various |
| Position Number: | 065-VAR-9993-902 |
| Classification: | Mechanic and Technical Occupational Trainee |
| Revised Date: | 05/29/2014 |

Supervision: The Mechanical and Technical Occupational Trainee (MTOT) will work under close supervision and direction of the hiring manager/supervisor to work collectively and independently in providing support to Enterprise Information Services.

Knowledge: This is an entry-level, non-testing position where the MTOT will perform duties in a training capacity. The candidate must demonstrate the ability to learn and perform unskilled and semiskilled work in a mechanical or technical occupation and to read Basic English at a level necessary for successful participation in on-the-job training and work assignments.

Specific responsibilities include the following:

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| 45% | IT Support and Customer Support |
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- Assist in the creation of IT project concepts/plans and with the tracking of deadlines.
- Assist with design, maintenance, and customization of SharePoint/Intranet/Internet sites, lists and documents to support day-to-day business operations.
- Assist with development of IT applications and/or written documentation, procedures and reports using Microsoft tools and SharePoint.
- Assist with monitoring of scheduled jobs and back-ups.
- Assist with coding, testing, installation, and migration to production environment.
- Assist with telecommunications activities necessary to support the organization.
- Enter requests, monitor tickets, determine priority, research, isolate causes, and coordinate with program staff/vendors/property management to provide first level support and completion for IT customer issues and requests.
- Work with IT project teams to develop solutions for common maintenance problems; provide less complex technical support to CDCR customers as it relates to IT hardware/software/network infrastructure monitoring and CDCR mission critical applications.
- Assist with collection of data related to e-discovery and public records act requests.
- Assist with resolution of elementary issues related to facility needs within EIS and in facility walkthrough and safety checks.
- Learn the proper use and care of mechanical and processing equipment and machines; assist with their repair, maintenance and installation and operate all components of the IT system and peripheral equipment (except mainframe consoles).

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| 40% | Data Entry and Reporting |
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- Research, prepare and deliver presentations to users, CDCR management and outside entities.
- Assist with the development of agendas, meeting minutes, presentation materials, and tracking of action items.
- Assist with coordination and scheduling of project tasks and meetings.

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- Input data, verify, and validate and use to complete reports.
- Collaborate with program staff and management to gather status updates and create reports for submission to management.
- Monitor inventory, obtain vendor quotes, and create purchase requisitions.
- Track and review IT resources, workload, time and/or expenditures.
- Assist in check-out and inventory reconciliation of equipment.
- Perform program librarian functions.

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| 15% | Other |
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- Distribute mail, respond to phone calls, make photocopies, and shred confidential documents.
- Help keep work areas and equipment clean, orderly and in good repair.
- Move, arrange, collect and/or package job related materials.
- Perform other related duties as required.

Desired Qualifications:

Willingness and ability to learn from on-the-job instruction and to perform unskilled and semi-skilled work; follow oral, gestural and/or written directions; work courteously and cooperatively with others; acquire acceptable work habits and meet production standards. In addition, initiative, organizational, writing, and communication skills along with strong customer service skills and ability to multi task are desired. Proficiency in MS Office Tools including: Word, Excel, PowerPoint, and Visio. Some positions may also desire MS Visual Studio and SQL Reporting Services in addition to Oracle and MS SQL Server RDBMS and SharePoint.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____