

Enterprise Information Services
Duty Statement

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| Section: | Application Maintenance and Support |
| Unit: | Enterprise Web & Collaboration Solutions |
| Position Number: | 065-623-1312-021 |
| Classification: | Staff Information Systems Analyst (Specialist) |
| Date: | 06/01/2015 |

Supervision: Under the general supervision of the Data Processing Manager II, the incumbent is responsible for the development, implementation and maintenance of very complex Information Technology (IT) systems. The supervisor provides administrative direction with assignments in terms of specifically defined missions or functions. The incumbent operates within a largely unsupervised environment but within a clear accountability framework. At this level, the incumbent takes responsibility for some technical decision-making within a specific area of responsibility of assigned work.

Knowledge: This is the journey level and it is expected that the incumbent will have a proficient knowledge of 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 will effectively apply this knowledge to IT projects and impart this knowledge to team members. The incumbent is thoroughly familiar with Microsoft Visual Studio 2010 or higher, Microsoft Internet Information Services (IIS) 7.0, and Microsoft SQL Server 2012. Some desirable skills would include: Dreamweaver, Photoshop, Flash, HTML, CSS, AJAX, .Net Framework, user productivity applications (e.g. MS Office), and SharePoint. At this level, the incumbent is expected to gain knowledge of the organization's business enterprise and take into account the larger business perspective when proposing and designing information technology solutions.

Guidelines: The incumbent uses initiative and resourcefulness in the performance of his/her duties while requiring only generally stated guidelines. The incumbent uses their judgment in interpreting and adapting guidelines such as policies, operations manuals, and work directions for application to specific cases or problems. They are also able to apply selected technical tools, guidelines, etc., in such a way as to meet set targets of cost, time, quality, and performance.

Scope and Effect: The incumbent provides technical expertise in the development, implementation and maintenance of the web based and client server applications. Assignments include writing complex programs, developing detailed program specifications, analyzing data and situations, reasoning logically and creatively, identifying problems, drawing valid conclusions, developing effective solutions and documenting procedures and programs.

Complexity: At this level, the work includes varied duties requiring many different and unrelated processes and methods applied to a broad range of activities or substantial depth of analysis. The incumbent performs work that demonstrates leadership by identifying new issues and business opportunities and in assisting management with the most sensitive issues.

Personal Contact: Incumbents contact managers, technical staff and systems users to provide and make recommendations regarding systems and problems requiring solutions. The incumbent, at this level, communicates effectively, orally and in written form with peers, clients and customers at all levels. Incumbents demonstrate presentation skills by preparing and conducting presentations and briefings for CDCR management and groups external to the CDCR.

Purpose of Contacts: The incumbent has the ability to influence, motivate, persuade and lead individuals or groups despite controversy and dissimilar goals.

The actual duties of the incumbent will include the following:

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| 30% | Application System Development, Enhancements, and Maintenance |
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- Resolve complex problems in application software, debug programs, determine and develop solutions, code, test, document, and install revised applications.
- Has a working knowledge of preparing system, application program, and customer documentation using the appropriate templates and examples.
- Take responsibility for technical decision making within a largely supervised environment.
- Design, code and test complex application systems and integrate new systems with existing systems.
- Develop public and internal department applications using languages and tools like Microsoft SharePoint, Microsoft Access, and Visual Studio, Microsoft SQL Server, and varieties of Microsoft .Net.
- Application Librarian functions and activities.
- Test new operating environments and migrate existing systems.
- Identify opportunities for process improvement in the current applications and take the necessary steps to have them evaluated and/or implemented.
- Design new application databases or propose modifications to existing databases.
- Develop and maintain test environments.
- Prepare and review feasibility studies and other related documents.
- Develop and review project deliverables in each phase of the System Development Life Cycle.
- Participate in customer interviews.
- Work with consultants and vendors.
- Facilitate, prepare for, and participate in walkthroughs.
- Perform system development activities as a single member team.

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| 30% | Application System Support |
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- Working knowledge of the available tools, methods and procedures to complete assignments.
- Working knowledge of security concerns, data back-up and recovery procedures.
- Participate in hardware and software procurements.
- Provide application help desk support to customers, including the most complex problems.
- Review and approve impact assessment of proposed executive and legislative changes.
- Understand the political and regulatory issues of the organization.
- Develop contingency and operational recovery plans.
- Understand the business enterprise and the goals and mission of the organization.
- Develop impact assessments of proposed executive and legislative changes.
- Research abnormal data conditions and correct erroneous data caused by program problems.
- Analyze system issues and develop short and long term remediation solutions.
- Research, prepare, and deliver presentations to customers and management.
- Keep abreast of new developments in the industry.
- Understand, follow, and educate others in the California Department of Corrections and Rehabilitation (CDCR)'s Project Initiation Process.

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| 25% | Project Management, Plans, Schedules and Reporting |
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- Develop contingency plans as needed with limited assistance from the Project Manager.
- Develop project plans and schedules with limited assistance from the Project Manager.

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- Ability to accurately estimate resource needs for complex projects.
- Follow up with team members on assignments.
- Coordinate project resources and leads team efforts to implement IT solutions, crossing organizational boundaries if necessary.
- Identify alternative project resources.
- Prepare, or assist in the preparation, of internal and external project reports.
- Provide estimates for project tasks.
- Report project status and deviations from approved schedules to Project Lead or Project Manager.
- Prepare workload information, report time expended on project activities, explain deviations from approved schedules, and continually re-evaluate project schedules.
- Develop Feasibility Studies as needed.

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| 15% | Methodologies, Standards, Training and Others |
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- Develop templates and examples for system, application program, and customer documentation with limited guidance.
- Expected to communicate effectively both orally and in writing with subordinates, peers, clients, and customers at all levels.
- Ability to influence, motivate, persuade, and lead an individual or group despite controversy and dissimilar goals, including management.
- Participate in formal and informal journey level training programs to strengthen programmer/analyst skills and knowledge of methodologies, techniques, tools, and packages.
- Participate in hardware and software procurements.
- Utilize Microsoft SharePoint for content updates to the CDCR Intranet and Internet.
- Utilize Microsoft SharePoint for collaboration of ideas, products and deliverables.
- Act as a mentor and/or spokesperson in application development and project management best practices.
- Participate in the customization of methodologies and standards to EIS.
- Recommend software products that will benefit the organization.
- Create and implement process improvement of policies, methodologies and standards.
- Train or mentor staff in complex technical areas.
- Identify opportunities for process improvement of policies, methodologies and standards and take the necessary steps to have them evaluated.
- Know when to ask questions.
- Evaluate commercial software products to determine potential benefit to the organization.
- Participate in Division meetings and other activities as required.
- Manage your own workload.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____