

Enterprise Information Services  
Duty Statement

<b>Section:</b>	Infrastructure Services
<b>Unit:</b>	Inmate/Ward Telephone and Managed Access
<b>Position Number:</b>	065-645-1312-006
<b>Classification:</b>	Staff Information Systems Analyst (Specialist)
<b>Date:</b>	May 2015

**Supervision:** Under the general supervision of the EIS Senior Information Systems Analyst (Supervisor) (Sr. ISA (Sup)), the Staff Information Systems Analyst (Specialist) (SISA) (Spec) will serve as a technical resource for the Managed Access System (MAS) deployment, acceptance testing and ongoing operations after deployment. Primary responsibilities to the MAS project will include participation in and oversee onsite installation, inspection, acceptance testing activities, coordinating with MAS field support staff to provide training, analyzing MAS data and MAS operation support activities. Secondly, the SISA (Spec) will be responsible for a variety of activities related to the ongoing support of the Inmate Ward Telephone System (IWTS).

**Knowledge:** This position performs the duties at a journey person level and the incumbent is expected to demonstrate proficiency with respect to IT concepts, embracing the use of IT best practices, methods, principles and prescribed standards. The incumbent will demonstrate specialization in principles of telephone, and cellular telephone technology and equipment, as well as an above average knowledge and ability to apply concepts relative to system, application and network components. The incumbent has knowledge of the State budgeting process, legislative and administrative procedures, procurement documents and procedures, licensing issues and the roles and responsibilities of oversight and regulatory agencies.

In addition, the SISA (Spec) has working knowledge of the following systems management software utilized at CDCR to support the Department's desktops and infrastructure:

- Microsoft's Operating Systems
- Microsoft Office Suite
- Microsoft's Active Directory
- Remedy Action Request (client version)

Within the scope of the SISA (Spec) 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:

- In conjunction with the MAS Technical PM, participate in the day-to-day onsite activities of the MAS Project deployment and maintenance/operation activities.
- Travel to assigned field sites to participate/coordinate site installation activities.
- Participate in onsite Acceptance Testing activities.
- Prepare written reports of MAS Project site activities.
- Provide analysis of MAS data.
- Coordinate site installation activities.
- Answer customer calls and documents trouble tickets in the information technology tracking system.
- Interpret and distribute IT work orders to appropriate servicing units.
- Provides remote workstation support using a remote desktop support tool.
- Provides troubleshooting support to public as well as institution staff for MAS related issues.

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- Creates, reviews, and maintains help desk procedures utilized in supporting the various CDCR applications.

**Guidelines:** The SISA (Spec) is responsible for establishing procedures, system policies, operations and reference materials for the services provided. The SISA (Spec) must use his/her judgment to determine the scope and depth of guidelines for services under his/her responsibility. The SISA (Spec) analyzes results and recommends changes.

**Complexity:** The SISA (Spec) will perform the more complex work in a wide variety of analytical and evaluative assignments, which will assist in the implementation, maintenance, and support of information technology systems. Responsibilities will include analyzing user needs, systems analysis, documentation, testing, evaluation, user support, and training. Create, develop, plan, write and edit operational, instructional, and maintenance materials. Prepare technical information and communicate that information in a way which is easy to understand.

**Scope and Effect:** Because of CDCR's multiple systems and complex computing environment, the services provided at the Staff level affects a wide range of established activities, major activities of organizational concern, or the operation of other organizations. The scope of work is broad, commensurate with the breadth and depth of general and technical competencies. Assignments involve multiple tasks, single significant functions, and multiple functions. The incumbents perform work where the service affects the work of many users or customers at many locations. Service level objectives are clearly defined.

**Personal Contact:** The SISA (Spec) is able to establish and maintain cooperative relationships with management, IT personnel, vendors, contractors, public and all customer levels while processing service requests, or project-related matters. The SISA (Spec) maintains a customer-friendly and professional attitude during contacts. The SISA (Spec) also prepares information to EIS management for their review and approval. The SISA (Spec) is expected to communicate effectively, both orally and in writing with peers, clients, and customers.

**Purpose of Contacts:** The SISA (Spec) is familiar with customer business program areas, practices, and IT service requirements. The SISA (Spec) must determine appropriate resources when responding to customers and value differing viewpoints, goals, or objectives. The SISA (Spec) possesses the ability to follow procedures and work effectively in a team environment with individuals or groups.

Specific duties include:

45%	<b>Problem Disruption and Resolutions</b>
	<ul style="list-style-type: none"><li>• Checks radio frequencies and assists in identifying interference problems.</li><li>• Provides technical expertise in the consideration of equipment and system needs and concerns.</li><li>• Responds to complex customer information technology requests received via telephone, application work orders, and e-mail or escalated by 1st or 2nd level staff.</li><li>• Supports customers (staff and public) experiencing moderate to high complexity issues.</li><li>• Assists MAS team in analysis to implement or recommend solutions to customer problems.</li><li>• Makes recommendations regarding incident control/problem management process improvements based on analysis of current process and service delivery targets.</li></ul>

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- Answers customer calls requesting service and directs work orders to appropriate servicing unit for resolution. Verifies customer satisfaction and completion of service request then closes the tracking record.
- Communicate with MAS project staff to escalate issues and work effectively with all levels of EIS staff including external service providers.

<b>30%</b>	<b>Documentation and Reporting</b>
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- Maintains logs and prepares reports.
- Develops, revises, and post desk procedures and manuals.
- Develops work plans and proposals. Provides status reports and workload data to management as requested.
- Develops training materials and documents for internal as well as external use.
- Prepares ad-hoc reports.

<b>10%</b>	<b>Leadership Responsibilities</b>
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- Direct and participate in Acceptance Testing activities.
- Exercises independent authority and responsibility for an assigned program area.
- Acts as a technical project resource, makes presentations, trains new employees, coordinates work assignments, and innovates new ideas for quality customer support.
- Ensure that the project's risk management process is actively utilized for any project risks and issues.

<b>10%</b>	<b>Other IT Program Support Duties</b>
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- Participate in project team and other program area meetings to assess customer needs and program requirements.
- Provides assistance to co-workers and contractors in specific situations.

<b>5%</b>	<b>Training</b>
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- Attends training and reads publications to remain current in electronic technology.
- Participates in formal and informal training programs to strengthen analytical skills and enhance knowledge of software tools and packages which would prove beneficial to end-users.

**Note:** Overtime, traveling, and lifting of equipment up-to 50 pounds using the approved lifting procedures is required in this position.

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

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

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

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