

California Department of Corrections and Rehabilitation (CDCR)  
Enterprise Information Services (EIS)  
Duty Statement

<b>Section:</b>	Enterprise Information Services
<b>Unit:</b>	Policy/Planning, Project Management and Acquisitions – Human Resources
<b>Position Number:</b>	065-620-5157-VAR
<b>Classification:</b>	Staff Services Analyst
<b>Date:</b>	September 21, 2015

**Supervision:**

Under supervision of the Staff Services Manager I, the Staff Services Analyst (SSA) will work as part of the Enterprise Information Services (EIS), Policy, Planning, Project Management and Acquisitions (PPPMA) Human Resources (HR) team. The incumbent, with assistance, acts as the Personnel Liaison for EIS and works with management and other key staff to develop, implement, review, and maintain the Information Technology (IT) recruitment plan, hiring and retention policies, and personnel processes and procedures; performs program and policy analysis, responds to contacts regarding questions regarding careers and employment with EIS. The incumbent will also be assigned the less complex special projects in regard to HR and the assigned objectives of the IT Strategic Plan. Additionally, the incumbent is expected to take technical direction from leads within the office. Travel is required.

**Knowledge:**

This is the entry through first journey level. The incumbent will operate within a supervised environment, but within a clear accountability framework. The incumbent must possess the necessary and general technical competencies to prioritize work, initiate contacts, and resolve issues. The incumbent will be required to analyze data and situations with assistance; reason logically and creatively; identify problems, apply creative thinking, draw valid conclusions, and develop effective solutions. The incumbent is expected to know and apply knowledge about the organization's customers, stakeholders, business priorities, and environment in order to complete work assignments in an effective, accurate, and timely manner. The incumbent will be familiar with information technology classifications, hiring and recruitment practices, methods and principles, CDCR departmental policies, and State Personnel Board (SPB) and California Department of Human Resources (Cal HR) laws and rules.

**Complexity:**

The incumbent, with guidance, will engage in business relationships across the organization and Department with tact and perspective. The incumbent will work in a team environment on assignments. Under supervision, the incumbent will be required to reason logically and creatively and utilize a variety of analytical techniques to identify and resolve problems and situations, reason logically and creatively, draw valid conclusions, and develop effective solutions. The incumbent will demonstrate familiarity with the uses of new processes and procedures (particularly in the areas of IT recruitment and personnel practices).

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The SSA must have the willingness as a learner to do routine or detailed work in order to learn the practical application of administrative principles, demonstrate capacity for development, as evidenced by work history, academic attainment, participation in school or other activities, or by well-defined occupational or vocational interests; and willingness and ability to accept increasing responsibility.

**Scope and Effect:**

The SSA, under supervision, will participate in the development, implementation, and enforcement of major processes and procedures impacting the entire organization. As such, under supervision, the incumbent will perform work of average difficulty in a wide variety of consultative and analytical staff services assignments. The incumbent will work with highly sensitive, confidential information and must be able to maintain confidentiality. The incumbent must possess the necessary general competencies to prioritize work, initiate contacts, maintain confidentiality, and resolve issues. The incumbent will be expected to interact with co-workers, potential candidates, executive staff, and with a variety of internal and external contacts and customers. It is expected that the SSA will show initiative and make time to ensure that their skills and knowledge are kept up-to-date and consistent with industry standards.

**Guidelines:**

At this level, the incumbent will demonstrate familiarity with the policies and procedures contained within Department and State manuals and websites. Responsibilities include increasing independence and judgment, accompanied by decreasing supervision in the performance of a variety to analytical tasks. To be successful, the incumbent must be able to use judgment to interpret and adapt these policies and procedures for application to specific problems or situations.

**Personal Contact:**

Due to frequent communication with all levels of staff within the Department as well as the control agencies and the public, the incumbent, at this level, needs to communicate effectively verbally and in written form. Under supervision, the incumbent will provide briefings to IT management and staff throughout the organization. The incumbent must be able to gain and maintain the cooperation of those contacted during the course of work.

**Purpose of Contacts:**

The SSA will perform the less complex duties and serve as a representative on IT recruitment and hiring practices of the Department. On a regular basis, the incumbent is required to respond to staff and applicants relative to employment opportunities, vacancies, requirements for application submission, and advise management on specific recruitment and personnel issues/activities. The incumbent must also work within a team environment and with a variety of staff within the Office of Personnel Services to complete the less complex hiring and human resources transactions. With

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assistance, the incumbent will plan, coordinate, and advise on recruitment and hiring efforts that resolve problems. The incumbent will interface with staff/co-workers to develop procedures related to a variety of work functions within the unit.

Responsibilities include, but are not limited the following:

40%	IT Personnel Activities	<ul style="list-style-type: none"><li>• With assistance, ensure all positions have authority, funding, and meet allocation guidelines prior to hiring.</li><li>• Assist in aligning organizational structures and make recommendations on the less complex assignments to gain operational efficiencies.</li><li>• Research and apply the less complex policies and procedures contained in policy memorandums, desk procedures, and manuals and websites from a variety of locations including, but not limited to, the CDCR Department Operations Manual, State Administrative Manual, California Code of Regulations, Bargaining Unit Contracts, State Controller's Office, Cal HR, and SPB.</li><li>• Maintain and track all positions and vacancies in EIS and OPS SharePoint sites and within the Business Information System.</li><li>• Prepare weekly vacancy and status reports.</li><li>• Develop and request Job advertisements.</li><li>• Prepare RPAs to fill vacancies, establish, upgrade, or reclassify positions.</li><li>• With assistance, review and prepare justifications necessary to re-class and/or establish positions, exceptional allocations, and exemptions from advertising.</li><li>• Assist in maintaining EIS organizational charts.</li><li>• Review and with assistance prepare duty statements.</li><li>• Assist managers and staff with benefits questions, personnel needs, pay, and other Personnel related issues/problems.</li><li>• Verify eligibility of candidates for vacant IT positions.</li><li>• Under guidance, assist managers with the development of selection criteria and analyze following candidate selection.</li><li>• Work with program managers and HR to ensure minimum qualifications and list eligibility requirements are met.</li><li>• With assistance and guidance, research, recommend, and prepare hiring above minimum requests, out of class request, justifications, Training and Development packages, and other required personnel documentation.</li></ul>
35%	Policy/Program Analysis/Special Projects	<ul style="list-style-type: none"><li>• Participate on Task Force groups and meetings addressing personnel issues and process improvements.</li><li>• Complete the less complex formal or informal special projects, analytical studies, or other assignments as requested by management.</li><li>• Under supervision, create, analyze, make recommendations, and maintain the HR objectives in the IT Strategic Plan.</li></ul>

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- Under supervision, research, interpret, and make recommendations on policy, procedures, methodologies, and standards to enhance the IT workforce to meet current and future needs.
- Assist CDCR's Personnel Headquarters and Budget Management staff on varying HR related projects.
- Prepare reports and written evaluations as requested.
- With assistance, analyze, and recommend appropriate classifications based on the duty statement, classification specifications, and needs of the program.
- Assist in expanding and the ongoing management of the EIS Managerial Rotation Program.

20%	Advanced IT Recruitment Strategies
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- Assist in the planning, development, and implementation of the IT recruitment program.
- Assist with development, planning, and implementation of solutions for the employee retention program.
- Prepare recruitment status reports.
- Communicate with management regarding recruitment and hiring of vacancies.
- Research and analyze recruitment issues; develop recommendations regarding those issues.
- Assist in the preparation of various correspondence, statistical reports, and other types of documentation.
- Attend various meetings, seminars, and training courses, including SPB Recruiters Roundtables.
- Review applications and maintain application files.
- Request and maintain active Certification lists.
- Prepare, maintain, and archive interview packets.
- Act as primary contact for IT applicants; respond to mail, e-mail, and telephone inquiries regarding job opportunities and vacancies.
- Assist EIS management with the recruitment process.
- Prepare correspondence to candidates.
- Assist in the research and identify causes of employee turnover.
- Assist in providing statistical information to management on recruitment trends/challenges.
- Actively participate in trade shows, career and job fairs, and other recruitment-related activities.
- With guidance, develop recruiting materials such as pamphlets, brochures, and flyers for promotional activities.

5%	Miscellaneous
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- Perform other duties as required by management.

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

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