

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION  
BUSINESS INFORMATION SYSTEM  
DUTY STATEMENT

<b>LEVEL: ASSOCIATE SYSTEMS SOFTWARE SPECIALIST</b>	<b>POSITION NUMBER:</b>
<b>TITLE: ASSOCIATE SYSTEMS SOFTWARE SPECIALIST</b>	<b>065-501-1585-003</b>

**POSITION SUMMARY:**

The Associate Systems Software Specialist reports under the supervision of the Staff Information Systems Analyst (Supervisor) (SISA Sup), Business Information System (BIS) Supply Chain. The Associate Systems Software Specialist (ASSS) acts as a technical specialist for the BIS on the SAP systems software program. The ASSS works independently as the technical specialist for the Supply Chain Management functional team within the Human Capital Management (HCM) SAP modules. Primary functions are under the Supply Chain Management with a concentration in the Procurement and Contract modules. Acts as back-up to Remedy triage and assigning tickets. Under supervision, independently performs assigned systems work and participates on software project teams.

**ESSENTIAL FUNCTIONS:**

As the specialist on the SAP systems software program, the incumbent is responsible for service disruption/resolution, project and change management, and training and administrative functions. These functions will be achieved by analyzing, designing, implementing, maintaining, and evaluating the functionality of all functional modules within SAP. The incumbent is required to demonstrate in-depth technical knowledge of the SAP module(s) and applicable bolt-on software (including its integration points to SAP) that supports the Department's SCM, HCM and Finance functions. Incumbent must also possess a solid, end-to-end understanding of CDCR's corresponding business processes, policies and procedures. The incumbent is responsible for assisting business process owners, super users and the client community in timely resolution of SAP issues, including business process and SAP configuration and/or programming issues. The incumbent is also responsible for understanding the technical elements of schema, SAP data base tables, custom tables, master data, Development Implementation Management Guide (IMG), technical objects, table maintenance, view maintenance, security, and task review. The incumbent is required to analyze, implement, maintain and evaluate computer software; which includes, but not limited to, operating systems, control systems and database management software. The incumbent is utilized as a technical advisor in solving system problems and ensure effective operations of complex hardware and software configurations. The incumbent is required to operate a personal computer daily for extended periods of time. The incumbent requires strong communication skills, both written and verbal while executing the following specific duties:

**CONTACT WITH OTHERS:** The incumbent has regular contact with:

- Adult Institutions and Juvenile Facilities – Wardens, Superintendents, Chief Deputy Wardens, Associate Wardens, Youth Authority Administrators, Institution Personnel Officers.
- Headquarters – Accounting Management, Accounting Policies & Procedures Section, Budget Management, Business Management, Facilities Planning & Maintenance, Contract Management, Enterprise Information Services, Personnel Management, Labor Relations, Internal Affairs, and Health & Safety.
- Control Agencies – State Controller's Office, Department of Personnel Administration, Department of Technology Services, State Compensation Insurance Fund, Department of General Services and State Personnel Board.

**SUPERVISION EXERCISED:** Does not apply

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**SUPERVISION RECEIVED:** SISA (Sup)  
**TRAVEL & OVERTIME:** Travel and Overtime may be required

**DUTIES:**

<b>40%</b>	<p><b>Service Disruptions/Resolution:</b></p> <ul style="list-style-type: none"> <li>• Act as a liaison for SAP systems troubleshooting;</li> <li>• Provide first and second level Help Desk support on the Supply Chain module;</li> <li>• Provide subject matter expertise and assistance for production incidents;</li> <li>• Act as liaison with consultants to report/troubleshoot special purpose vendor supplied application software problems;</li> <li>• Identify and resolve problems with system and configuration software;</li> <li>• Prepare/review disruption reports and correction plans;</li> <li>• Systems research/problem solving;</li> <li>• Provide expertise in business functions and processes of all modules within SAP utilizing knowledge of the Department's policies and procedures;</li> <li>• Escalate technical recommendations, problems and issues, orally and in written form, to the appropriate business process owners, SAP Online Service Support (OSS), BIS Technical Team and CDCR management, as required.</li> </ul>
<b>25%</b>	<p><b>New Systems/Services and System/Service Enhancements:</b></p> <ul style="list-style-type: none"> <li>• Perform evaluation and recommend approval/rejection of new functionality to the Supply Chain functional module within SAP;</li> <li>• Performs technical analysis of proposals;</li> <li>• Determine impact of upgrades and change system requests and services;</li> <li>• Analyze, design, evaluate and create Production Change Requests for new and enhancements to the functionality within the Supply Chain functional module within SAP;</li> <li>• Analyze, implement, maintain and evaluate SAP software and track all problems/issues associated with SAP in the Supply Chain modules;</li> <li>• Develop test scripts and conduct system functionality testing;</li> <li>• Act as liaison with consultants for new system/services enhancement and development for Production Change Requests;</li> </ul>
<b>20%</b>	<p><b>Training:</b></p> <ul style="list-style-type: none"> <li>• Analyze user training needs and coordinate end user training requirements and assessments</li> <li>• Conduct end user training of the Supply Chain Module;</li> <li>• Prepare/review status reports;</li> <li>• Participate in cross-training opportunities with BIS team members.</li> </ul>
<b>15%</b>	<p><b>Administrative:</b></p> <ul style="list-style-type: none"> <li>• Keep current with Information Technology trends and products (especially those related to SAP, CDCR Client/Server applications, network configurations, SAP procedures and roles and State directives);</li> <li>• Monitor, evaluate, and analyze systems capacity and performance;</li> <li>• Prepare and review status reports</li> <li>• Update documentation on operational procedures</li> </ul>

This Duty Statement, including the activities, objectives, and performance standards, has been reviewed by the undersigned.

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Employee's Signature	Date
Supervisor's Signature	Date