

Enterprise Information Services

Section:	Application Maintenance Support (AMS)
Unit:	Litigation Application Maintenance Support (LAMS)
Position Number:	065-623-1312-008
Classification:	Staff Information Systems Analyst (Specialist)
Date:	September 2015

Supervision: Under the general supervision and direction of the Data Processing Manager II within the Litigation Application Maintenance Section (LAMS), the Staff Information Systems Analyst (SISA) is responsible to perform business analyst functions in support of complex Information Technology (IT) applications. The manager provides administrative direction with assignments in terms of specifically defined missions or functions. The incumbent operates within a multi-team environment and is responsible for analytical and 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 expected to understand the organization's business and priorities, and to take into account the larger business perspective in proposing and coordinating IT solutions. The incumbent provides business analysis and user support in the development, implementation and maintenance of mission critical IT application systems. The incumbent also provides a lead role in planning, testing and facilitating application activities independently and working with the team(s).

The incumbent has the knowledge and skills to provide customer support, write requirement documentation, analyze data and systems, and to solve application problems. To be successful, the Staff ISA can plans project activities, prioritize work, resolves issues, performs project tasks and complete the work in an effective, accurate, and timely manner.

The incumbent completes assignments involving multiple tasks, single significant functions, or multiple functions. These assignments could include writing test scripts, developing detailed application specifications, analyzing data and situations, reasoning logically and creatively, identifying problems, drawing valid conclusions, developing effective solutions, and documenting procedures and programs.

The incumbent, at this level, communicates effectively, orally and in written form with peers in the CDCR as well as with external customers. The incumbent is also comfortable with conducting meetings, presentations and coordinating training activities with customers.

Guidelines: The Staff ISA 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. They follow Change Control policies and procedures and utilize the tools provided and supported by EIS and AMS.

Complexity and Scope: 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 Staff ISA supports applications and information systems critical to departmental business functions. The primary responsibilities of project and application tasks are in support of the Board's Information Technology System (BITS), the Disability Effective Communication

System (DECS) and the Parole Violation Disposition Tracking System (PVDTS), in addition to other EIS/LAMS applications as-needed. These critical applications are utilized statewide and have a significant impact on a number of CDCR program areas including the Board of Parole Hearings (BPH), Division of Adult Institutions (DAI), Division of Adult Parole Operations (DAPO) and Class Action Management Unit (CAMU). The systems provide data essential to officer and public safety and are also utilized by many external entities, including county court and law enforcement personnel. When considering service enhancements or additions, the Staff ISA assists in identifying impacts, appropriate methodology, steps to proceed and alternatives for the CDCR and external customers.

Personal Contact: The Staff ISA is able to establish and maintain cooperative relationships with management, technical staff, vendors, contractors, and all customer levels. The Staff ISA maintains a customer-friendly and professional attitude during contacts.

Purpose of Contact: The Staff ISA is familiar with customer business program areas, practices, and Information Technology (IT) service requirements. The Staff ISA possesses the ability to provide factual information and has the ability to motivate, persuade and lead individuals or groups despite controversy and dissimilar goals.

The actual duties of the incumbent will include the following:

50%	<p>Business Analyst for Application Testing, Training and Implementation</p> <ul style="list-style-type: none"> • Interview customers and prepare formal system requirement specifications. • Prioritize work, initiate contact with the appropriate staff to resolve issues. • Prepare system and user test plans/scripts. • Prepare and review training documentation and participate in user training activities. • Prepare for, conduct, and participate in system walk-throughs. • Review project deliverables in each phase of the System Development Life Cycle. • Prepare system, program and user documentation. • Coordinate and work with consultants and vendors. • Develop impact assessments of proposed executive and legislative changes. • Coordinate data maintenance and data quality efforts.
30%	<p>Application Maintenance and Support</p> <ul style="list-style-type: none"> • Troubleshoot problems in production systems, isolate causes, develop solutions, test, document, and install revised applications. • Test new operating environments and assist migrating existing systems. • Provide technical expertise to identify necessary interfaces with assigned systems. • Provide third level support to system users and provide assistance/training as needed. • Understand general security concerns, data backup, and recovery procedures. • Assist team efforts to develop solutions for common maintenance problems.
10%	<p>Project Plans, Schedules, Reporting and Procurements</p> <ul style="list-style-type: none"> • Develop and review project plans, schedules and application metrics for management. • Report project status, risks and issues to management, project leads, and internal/external stakeholders as needed. • Develop contingency plans as needed. • Develop change control board reports. • Research, prepare and deliver presentations to users and EIS management. • Develop Request for Offers, Statement of Works, Budget Change Proposals, Feasibility Study Reports, and Special Project Reports as needed. • Participate in procurement processes for required hardware, software and services.

10%	Methodologies, Standards and Others
-----	-------------------------------------

- Participate in the development of methodologies and standards.
- Participate in formal and informal training programs to strengthen analyst skills and knowledge of methodologies, techniques, tools, and packages.
- Be thoroughly familiar with the available tools, methods and procedures to complete assignments.
- Evaluate commercial software products to determine potential benefit to the organization.
- Participate in Division meetings and other activities as required.
- Participate in program meetings and other team activities as required.
- Research, investigate and keep current on trends in Information Technology.