

# Enterprise Information Systems Duty Statement

<b>Section:</b>	Strategic Offender Management System (SOMS)
<b>Unit:</b>	Business Analysis/Project Management
<b>Position Number:</b>	065-625-1312-029
<b>Classification:</b>	Staff Information Systems Analyst (SISA)
<b>Date:</b>	5/9/16

**Supervision:** Under general supervision of the Systems Software Specialist II (Supervisory) of the Strategic Offender Management System (SOMS) Program in Enterprise Information Services (EIS), the incumbent will perform various technical and operational duties in support of the development, implementation, deployment, and support of the SOMS solution. The incumbent will receive direction from the SOMS Supervisor and User Project Manager (UPM) in terms of broadly defined missions or objectives. The incumbent will operate within a matrix organization but within a clear accountability framework. At this level, the incumbent has responsibility for substantial decision-making on support and operations that impact the business. The incumbent will strive for the highest work standards and must be up to the challenge of working independently and within an aggressive schedule developed for the program.

**Knowledge:** The incumbent, at this level, has exceptional knowledge of data processing concepts, practices, methods and principles, particularly the phases of the Software Development Life Cycle (SDLC) as implemented within the EIS. The incumbent is able to apply this knowledge to IT projects and is able to impart this knowledge to other co-workers and Subject Matter Experts. The incumbent is thoroughly familiar with application development and project management. The incumbent provides technical expertise, leadership, and guidance to staff working on very complex, mission critical IT projects, and possesses strong leadership and organizational skills. The incumbent has extensive knowledge of the organization's business and takes into account the larger business perspective in proposing and recommending IT solutions. The incumbent is highly motivated and independently prioritizes work, initiates contacts, and resolves issues.

The incumbent has extensive experience in managing, evaluating, and coordinating data clean up and operational support activities. The incumbent possesses very strong analytical skills and is experienced in troubleshooting application support issues. The incumbent possesses knowledge in the SOMS application from both a technical and business perspective.

**Guidelines:** The incumbent uses initiative and resourcefulness in the performance of his/her duties while requiring only generally stated guidelines. Administrative and technical policies and precedents are applicable but are stated in general terms. The incumbent must use judgment in interpreting and adapting guidelines such as policies, operations manual, and work direction for application to specific cases or problems. The incumbent is thoroughly familiar with (1) the available tools, methods, and procedures associated with application development, release management and software support, (2) possesses expert technical familiarity to make correct choices from alternatives in all these areas, and (3) is 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:** 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.

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Assignments involve multiple tasks, single significant functions, or multiple functions. At this level, the incumbent is expected to work independently, lead small projects or project teams, and follow up to ensure assignments are completed accurately and on schedule.

**Complexity:** The Staff ISA will perform work on difficult to complex application, data quality, implementation, maintenance, and support issues that have a direct impact to the operations of the business.

**Personal Contact:** The incumbent at this level has highly developed communication skills. The incumbent is expected to communicate effectively, orally and in written form with upper level management, peers, users, as well as with external customers, solution software contractors and vendors. The incumbent writes project status reports, project plans; reviews project documentation produced by team members and prepares highly technical evaluative analysis documentation including Feasibility Studies, Special Project Reports and Post Implementation Evaluation Reports as needed. The incumbent performs work that demonstrates leadership by identifying and recommending new issues, technologies and business opportunities, and assisting management with the most sensitive issues. The incumbent demonstrates presentational skills by preparing and conducting presentations and briefings for CDCR management and organizations outside the CDCR.

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

The duties of the Senior Information Systems Analyst (Specialist) for the SOMS project include, but are not limited to the following:

30%	<b>Business Support / Business Analysis</b> <ul style="list-style-type: none"><li>• Troubleshoot and triage application, data and/or reporting related tickets and defects and assist in determining priority, severity, and appropriate action to be taken.</li><li>• Ability to solve problems, document issues, interview customers and prepare system requirement/defects/change requests.</li><li>• Assist in preparation of SOMS enhancement deliverables, including verification of business processes, business rules, data requirements related to programs processes; functional and nonfunctional requirements.</li><li>• Participate in project planning and coordinate with other core team members, Adult Institutions' staff, tiger team members and EIS staff in the area of their business expertise.</li><li>• Develop workflow diagrams and other documents to describe the current and future business processes.</li><li>• Ability to perform surveys and utilize other feedback mechanisms to gather information for continued improvement of business processes.</li><li>• Strong Technical writing skills with the ability to participate and/or lead in the development of Feasibility Study Report, Budget Change Report and Post Implementation Evaluation Reports and other project documentation.</li><li>• Prepare, update, review and/or deliver training through documentation or instruction in support of deployment activities.</li><li>• Participate in deployment command centers.</li><li>• Proficiency in Word, Excel, MS Project, and Visio is required</li></ul>
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<b>30%</b>	<b>Analytical Lead for Data/Application/Reports</b>
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- The incumbent in this position will develop a working knowledge of the business of CDCR, the data structure, and the tools to develop application and/or reporting solutions. They will also understand the business enterprise, which includes political and regulatory issues as well as its stated goals and mission.
- Ability to perform general analysis on requests or potential changes to design and/or functionality to application and/or reporting solutions related to the SOMS application.
- Provide impact analysis in the review of project plans, designs and system specifications prepared by vendors and other CDCR staff.
- Ability to communicate at an expert level orally and in writing.
- Ability to independently facilitate and lead requirements gathering meetings.
- Prepare internal and external project status reports, including status reports to CDCR Management and/or external agencies.

<b>30%</b>	<b>Monitor Test Activities &amp; Technical Liaison</b>
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- Responsible for overseeing technical aspects of all vendor testing deliverables.
- Responsible for overseeing the business aspects of all vendor testing deliverables and identifying the appropriate review teams.
- Reviews and recommends approval of the vendor's test plans, scripts, and results.
- Reviews the test completion criteria and generated data to verify test completeness.
- Participates in any test-related technical reviews for UAT.
- Consults with the SOMS Technical Lead to identify technical staff required to review vendor test deliverables.
- Prepares and/or reviews project deliverables for each phase of the SDLC as it relates to testing.
- Assigns and coordinates the work efforts of project team members, crossing organizational boundaries when necessary.
- Assist the UPM in the development of the Acceptance Test criteria, test scenarios and test cases in conjunction with Subject Matter Experts (SME).
- Participates in test planning meetings and work groups with the SMEs and vendor staff.
- Creates/conducts isolated testing of highly technical nature to ensure application/data/interfaces are designed/working as required.
- Creates/assists with test data identification.

<b>5%</b>	<b>Work Plans, Proposals, and Reporting</b>
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- Participates in preparation of project plans, schedules, and proposals.
- Reports project status and deviations from approved schedules to the UAT Manager.
- Develops/assists with contingency plans as needed.
- Research, prepare and deliver presentations to users, CDCR management, and outside entities.

<b>5%</b>	<b>Methodologies, Standards, Training and Others</b>
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- Lead and participate in the development of division-wide methodologies and standards.
- Demonstrate proficiency with the available tools, methods and procedures to complete assignments.
- Participates in formal and informal training programs to strengthen analytical skills and enhance knowledge of current information on emerging technologies, trends and best practices to maintain familiarity with the implications and uses of new technologies which would prove beneficial to end-users.

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- Keeps current with established testing and implementation standards.
- Participates in Division meetings, backup the section manager and other activities as required.
- Evaluate and recommend commercial software products to determine potential benefit to the organization.

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

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Employee's Signature

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Date

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Supervisor's Signature

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Date