

CALIFORNIA DEPARTMENT OF CORRECTIONS and REHABILITATION  
Enterprise Information Services  
Duty Statement

Unit	IT Customer Service and Field Operations-Institutions
Position Number	065-xxx-1312-xxx
Classification	Staff Information Systems Analyst (Specialist)
Revised Date	March 2015
Location:	<b>Various</b>

Under the general supervision of the Enterprise Information Services (EIS) Senior Information Systems Analyst, Supervisor (Sr. ISA, Sup), the Staff Information Systems Analyst (Specialist) (SISA) will independently perform functions within the California Department of Corrections and Rehabilitation (CDCR), Division of Adult Institutions (DAI) at an Adult Institution. The SISA will provide 1st and 2nd level desktop support which includes planning for, installing, relocating, modifying, troubleshooting, tracking inventory, surveying (surplusing) old equipment, and supporting all data processing equipment in a service area.

**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 local system administration/operation, as well as an above average knowledge and ability to apply concepts relative to system, application and network components in designing, implementing and evaluating long term, complex information technology systems. The incumbent performs competently as a leader or as a team member in a multi-discipline team environment, as appropriate. 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. The incumbent has the ability to network and interface effectively with external entities, technical personnel, and upper management. Knowledge and experience includes Microsoft's current operating system platform including, but not limited to, systems security, Transport Control Protocol/Internet Protocol, CDCR's Desktop Common Operating Environment (COE) - wide and local area networks - and computing environments from centralized to Client/Server.

The SISA has working knowledge of the following systems management software utilized at CDCR to support the Department's desktops and infrastructure:

- Virus protection and EPolicy management console
- Workstation reimaging software and hardware ( e.g. Symantec Ghost Software)
- Microsoft's Active Directory
- Microsoft's XP or Vista Operating System
- Blackberry Enterprise Management Console
- Remedy Action Request (client version)

**Essential Functions:** Within the scope of the Staff 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:

- Overtime to be worked during the month, all efforts will be made to give advanced notice to accommodate schedule. Traveling will be required to local Institutions within 50 miles and to Institutions statewide. Statewide travel will require overnight stays during the week, all efforts will be made to give advanced notice to accommodate schedule. Lifting of equipment up to 50 pounds, using the approved lifting procedures; standing, walking, sitting, kneeling, reaching and squatting are required for this position. Incumbent must be able to work within a Criminal Justice/Law Enforcement environment, safely drive a state-owned motor vehicle adhering to state policies and guidelines, and participate in the Department's annual TB test.

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- Answers customer calls and documents trouble tickets in the information technology tracking system. Generates service disruptions reports to monitor workload and priorities.
- Sends out notifications to the users regarding interruption, disruptions, and restoration of various services.
- Interprets and distributes IT work orders to appropriate servicing units.
- Provides remote workstation support to the network end users using a remote desktop support tool.
- Coordinates with EIS IT staff in restoring services that are managed centrally by EIS-HQ or OTECH.
- Creates, reviews, and maintains help desk procedures utilized in supporting the various CDCR applications.
- Acts in a lead capacity in fulfilling assigned project component tasks.

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

**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. In absence of a Sr. ISA, Sup the SISA can be asked to act as a team lead and follows chain of command to escalate issues as needed.

**Complexity:** The SISA 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. The incumbent may also prepare work plans, written reports, and presentations.

**Personal Contact:** The SISA is able to establish and maintain cooperative relationships with management, IT personnel, vendors, contractors, and all customer levels while processing service disruptions, service requests, or project-related matters. The SISA maintains a customer-friendly and professional attitude during contacts. SISA also prepares information to EIS management for their review and approval. SISA is expected to communicate effectively, both orally and in writing with peers, clients, and customers. Purpose of Contacts: The SISA is familiar with customer business program areas, practices, and IT service requirements. The SISA must determine appropriate resources when responding to customers and value differing viewpoints, goals, or objectives. The SISA possesses the ability to follow procedures and work effectively in a team environment with individuals or groups. The duties of the SISA include, but are not limited to the following:

**50% Problem Disruption and Resolutions**

- Responds to complex customer information technology requests received via telephone, application work orders, and e-mail or escalated by 1st or 2nd level staff.
- Supports customers experiencing hardware, software, and network problems of moderate complexity.

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- Monitors network devices using network monitoring tools to identify possible outages.
- Assists team in root cause analysis to implement or recommend implementation of solutions to customer reporting production problems.
- Makes recommendations regarding incident control/problem management process improvements based on analysis of current process and service delivery targets.
- Answers customer calls requesting new services 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 EIS technical staff to escalate technical issues and work effectively with all levels of EIS staff including external service providers such as SCO & DOJ.

**25% Documentation and Reporting**

- Develops, revises, and post desk procedures and manuals.
- Develops work plans and proposals. Provides status reports and workload data to management as requested.
- Prepares ad-hoc reports.

**10% Leadership Responsibilities**

- Acts as a project lead, makes presentations, trains new employees, coordinates work assignments, and innovates new ideas for quality customer support.
- Leads the Audits of all systems for accuracy and approved usage of the computers.

**10% Performs other IT program support duties as required.**

- Participate in project team and other program area meetings to assess customer needs and program requirements.

**5% Training**

- 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.

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Employee's Signature

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Date

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Supervisor's Signature

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Date