

Department of Consumer Affairs
 Position Duty Statement
 HR-041 (new 7/15)

CURRENT

Classification Title Associate Information Systems Analyst (Specialist)	Board/Bureau/Division Contractors State License Board Office of Information Technology
Working Title	Office/Unit/Section/Geographic Location Help Desk Unit Sacramento
Position Number 622-120-1470-005	Name and Effective Date

General Statement:

Under the general supervision of the System Software Specialist III (Supervisor) the incumbent will provide Service Desk support to the Contractors State License Board (CSLB) employees allowing them to keep continuity of mission critical and business essential functions. The duties include, but are not limited to:

A. SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]:

60% (E) Service Desk Support:

- Process Service Desk tickets using Symantec Altiris helpdesk application. Some of the issues that the Associate Information Systems Analyst (AISA) may encounter are; resetting user's password on mainframe or Active Directory (AD), troubleshooting network, printing and scanning connections, applications, such as Microsoft Office Suite 2010, not responding, assist remote users with their DROID phones, California Email System (CES) email accounts, and problems accessing the CSLB network using Secure Socket Layer or Citrix XenApp via their DROID. Document issues and the solution must be clearly noted on the ticket for future reference for these types of occurrences. **(10%)**
- Support customers experiencing hardware/software problems of moderate to the complex nature. Working knowledge with AD, Transmission Control Protocol/Internet Protocol (TCP/IP), Windows XP/ 7 OS to assist the customers via remote access. Assist colleagues in troubleshooting more complex issues, these issues may include why AD Group Policy (GP) is not working, problems with Dynamic Host Configuration Protocol (DHCP), switch failure, device errors, etc. Conduct root cause analysis to implement or recommend implementation of solutions to user issues or production problems. Provide third level support that would consist of staff who manage the servers, VMware virtual environment, EMC and EqualLogic storage, network infrastructure, including firewall and switches. **(10%)**
- Provide technical recommendations to SSS III (Sup) and SSSII's for desktop, laptop, server, and/or printer configurations that best match the network architecture. Responsible for the installation, inventory, configuration, implementation, and maintenance of networked hardware and software for CSLB employees. Familiar with different types of hardware that include; Hewlett Packard (HP) laptop & Desktop, Samsung and HP printers, SHARP copiers,

DROID mobile devices. The software includes Windows XP / 7 OS and Microsoft Office Suite 2010. **(10%)**

- Install and maintain equipment, along with providing onsite technical assistance to employees at the CSLB's thirteen offices. Work directly with third level support on resolving customer issues, documenting issues and recommending solutions, providing follow up assistance as needed. Support Service Desk colleagues with troubleshooting issues. Provide user training if end-user doesn't understand how to use hardware/software/peripheral or if an end-user continues to make errors (i.e. fails to log off application correctly). **(10%)**
- Key hardware/software/peripherals data into the CSLB IT Access 2010 inventory Database to track software, computers, peripherals, etc. Understand Ethernet CAT5/6 wiring and 2 pair wiring on a 110 Telecom block specifications to minimize system access problems and ensure high availability of data/software systems. **(10%)**
- Create Service Desk tickets with California Technology Agency, Office of Technology Services as needed when connectivity to CSLB remote offices fail. Ticket issues may include circuit or router communication with CSLB offices are not functional and out of CSLB's control. Follow-up with resolution of what caused the outage (i.e. roadwork cut cable). **(10%)**

10% (E) Remote users Access CSLB's Network:

- Assist remote users with their state issued DROID hand held devices, additionally assist users with Citrix XenApp client that allows a user's personal computer to access CSLB's network and Cisco AnyConnect VPN client that allows a user to connect their state issued laptop to the CSLB network. Assist users in connecting with California Email System (CES) using Outlook Web Access.

10% (E) Application Software Development and Training:

- Conduct full analysis of system requirements for new cameras, video recording/surveillance equipment, audio recording devices and other new equipment with user specifications.
- Conduct full analysis of hardware/software procurement by looking at specifications and needs of the hardware for applications to function properly (i.e. memory, processors)
- Prepare application system documentation providing information on what particular software does or shall do, what requirements are needed, provided documentation for system administrators for the applications to run on the servers and support staff to maintain the application.
- Develop instructions for end-users when new Software is deployed, which include customized instructions for CSLB's work environment and not the default documentation provided by the software vendor. The instructions will make it simple for the end-user to follow processes to use the application.
- Develop and conduct technology training for new software applications deployed. As new instructions are prepared for new applications being deployed to end-users, training will be provided as needed individually or in groups as requested by management.

10% (E) Project Management:

- Participate in preparation of project plans that the AISA may be involved in which includes preparing CSLB sites for new equipment or software deployment. Develop plans to include everything from booking travel, arranging equipment to be delivered to the site, assigning equipment to employee, documenting location at office for equipment to be placed, completing the replacement and survey of old equipment and complete tasks to perform for new equipment to be ready for end-users.
- Act as the lead on some projects having organizational skills for small deployments of new workstation, applications and peripherals as described above.
- Provide support to IT projects such as review of CSLB IT database looking at equipment/software that is no longer under warranty and prepare the refresh through the project life cycle.

5% (E) Travel:

- Travel throughout the state CSLBs various remote sites when needed.

5% (M) Security:

- Read and understand the DCA Security Policy and CSLB Security Guidelines to assist in maintaining security for CSLB. Maintain security documents signed by all users who have access to CSLB's network using state issued devices. Maintain security documents for personal used devices; including smart phones and Citrix client to be used on home computer.

B. Supervision Received

Under general supervision of a System Software Specialist III (Supervisor), the incumbent will perform duties at a professional level that requires the use of analytical responsibilities and minimal supervision.

C. Supervision Exercised

The position is non-supervisory.

D. Personal Contacts

The incumbent will have daily contact with all levels of Information Technology staff and all CSLB staff. Additionally the AISA will network with professional groups and researchers from other organization, DCA Administrative staff, a variety of hardware and/or software vendors, and other government agencies.

E. Actions and Consequences

Failure to exercise good judgment to carry out the duties could result in unavailability of CSLB's automated systems; thus would impact CSLB's staff ability to perform their jobs resulting in backlogs in every unit/function of CSLB; from licensing, examination, and enforcement. A backlog would impact applicants and licensees' livelihood; as well as impact to consumers, applicants, and licensee who utilize the automated licensing features, applicant/examinee information, forms, and other information.

F. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Overtime may be required for travel or after hours or weekend work. Daily access to and use of a personal computer, telephone, and computer room is essential. Sitting and standing requirements are consistent with office work. When the situation dictates the incumbent works a varying work schedule and can be on-call during non-work hours. The incumbent must be willing to be on 'call back time' and/or 'standby time'. The incumbent must be willing to travel within California to CSLB's various remote sites requiring overtime in addition to work overtime in Sacramento after hours and weekends. The position requires bending and stooping, walking, and lifting of IT equipment. They will be required to develop and maintain their knowledge of procurement procedures and policies, security policies and procedures; which includes the State Administrative Manual, the DCA policies and procedures, and the Department of General Services policies and procedures (CMAS, MSA, etc.). Fingerprints of incumbent will be taken to allow access to secure areas for technical support.

G. Other Information

The incumbent must possess the ability to communicate effectively with end-users and professional staff. Since the incumbent will be working on equipment with sensitive data, it is required that fingerprints be taken for access to these areas. They must be able to administer and understand the implementation of the technologies applied at CSLB. They are expected to be familiar with Active Directory, Windows Operating System, and Client Environment; including technology concepts, practices, methods, and principles. They must reason logically and creatively, and utilize a wide variety of skills in order to resolve technical and business related issues/problems. They must be able to develop and evaluate alternatives, research and present ideas and information effectively both orally and in writing. Consult with and advise interested parties on information technology subjects, gain and maintain the confidence of all contacts, and achieve cooperation of those contacted. They must set priorities to achieve daily task and be prepared to work on other projects at any given time.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name

Approved by RH: 8/21/2015