

**Department of Consumer Affairs**

Position Duty Statement

HR-041 (new 05/04)

<b>Classification Title</b> Assistant Information Systems Analyst	<b>Board/Bureau/Division</b> Contractors State License Board
<b>Working Title</b>	<b>Office/Unit/Section / Geographic Location</b> Information Systems/Data Services Unit/Sacramento
<b>Position Number</b> 622-120-1479-004	<b>Effective Date</b>

Under the supervision of the Systems Software Specialist III (Sup), the Assistant Information Systems Analyst (AISA) will perform a variety of tasks in connection with data analysis, process implementation, and job production for the IT Programming Support Unit. Duties include, but are not limited to the following:

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

**35% (E) Data and Information Compliance**

Review weekly license/application/enforcement data error reports; analyze errors, make corrections to license/application/enforcement records using secure utilities, TEALE and imaging systems. 20%

Prepare training materials and provide training to processing unit supervisors regarding errors, recommend and implement solutions and procedures for increased accuracy. 15%

**20% (E) System Documentation**

Maintain system documentation and manuals of CSLB approved Surety, Workers' Compensation/Liability, Surplus Line Insurers, and Judgment companies. Process requests for assignment of company codes in TEALE systems tables, and verify company status with Department of Insurance. Perform bi-annual status verification of existing codes; terminate codes on systems tables when necessary; analyze reports, identify invalid coverage/policies on license records; assemble and provide termination list/resolution instructions to appropriate licensing unit. 10%

Ensure data compliance for BreEZe conversion by using secure utilities within mainframe environment. 10%

**15% (E) Batch Production Jobs**

Assist the Associate Information System Analyst to run production jobs on a daily, weekly, monthly, quarterly, semi-annual and annual basis. Check jobs on mainframe, NearStar, and Imaging and Workflow Automation System (IWAS) systems to ensure jobs run correctly and complete. Change JCL when required, at the Associate Information System Analyst/Programmer's direction. Print and sort job reports, letters, notifications, and statistics. Distribute output to appropriate units/directions.

**10% (E) Help Desk**

Assist the Associate Information Systems Analyst to process Public Sales requests. Answer public calls/contact clients regarding proper form completion; explain data record layouts; when required, research receipt of order forms and track outgoing data orders with warehouse staff. Monitor IT Ticket System for task assignments, work and close incidents when appropriate, elevate to Associate Information Systems Analyst when needed.

**10% (E) Electronic Bond Processing**

Assist the Associate Information Systems Analyst to process electronic bond submissions. When required, contact surety companies regarding errors and resubmissions. Contact surety companies bi-annually to ensure electronic submission certifications are current; maintain list of authorized surety agents. Act as point of contact with Programming unit to identify/report inaccurate datasets. Identify and correct inaccurate updates to contractor license records when errors occur; document errors and resolutions; work in secure Licensing environment to make necessary corrections to license/application records.

**5% (M) Electric Image Compliance**

Monitor and verify import of documents into IWAS. Identify, document and report duplicate images and errors to Imaging Supervisor. Use secure IWAS properties utility to correctly categorize and re-direct misplaced imaged documents.

**5% (M) System Equipment**

Act as the point of contact for DataCard system ftp errors, equipment malfunctions, and service requests. Contact vendors and employees/clients as required to coordinate service of label printers, TEALE report printers and Xerox machine. Monitor billing meters, maintain usage logs and prepare monthly reports for vendors. Analyze usage trends to ensure compliance with contracted vendor service fees.

B. Supervision Received

The AISA is directly supervised by the Systems Software Specialist III Supervisor.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has daily contact with all levels of the Information Technology Division Staff, CSLB staff, vendors, California Department of Technology Data Center Services staff, other governmental agencies and the public.

F. Actions and Consequences

The incumbent assists the Associate Information Systems Analyst with CSLB's production jobs, electronic filings and systems table maintenance. Failure to properly administer duties using good judgment, logic and common sense, may result in CSLB end-users being unable to perform their duties, a poorly performing system, an unusable system and corrupt data in IT systems files and application databases. Should systems and/or applications become unusable, it may result in substantial workload backlogs, unavailable services to consumers, and CSLB being unable to meet mandates that could cause harm to consumers, licensees and applicants.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer, telephone, and computer room is essential. Sitting and standing requirements are consistent with office work. Must be able to lift stacks of paper weighing up to 10 pounds.

H. Other Information

This position requires confidentiality and discretion due to the sensitivity of the documents handled. The incumbent must possess good communication skills, use good judgment in decision making, exercise creativity and flexibility in problem identification, and resolution. Must manage time and resources effectively, and be responsive to CSLB management and staff needs. Regular and consistent attendance is required.

The incumbent has access to the Criminal Offender Record Information (CORI). Title 11, Section 703(d) of the California Code of Regulations requires criminal record checks of all personnel who have access to (CORI). Pursuant to this requirement, the incumbent will be subject to fingerprinting which will be submitted to the Department of Justice, and obtain clearance through the Department of Consumer Affairs before hiring.

**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: 3/2015**