

**DUTY STATEMENT**

GS 907T (REV. 03/05)

**SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY****INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

**11249-ETS**

EFFECTIVE DATE:

<b>DGS OFFICE OR CLIENT AGENCY</b> Admin Division - Enterprise Technology Solutions	<b>POSITION NUMBER (Agency - Unit - Class - Serial)</b> 306-072-1312-xxx
<b>UNIT NAME AND CITY LOCATED</b> Service Management – West Sacramento	<b>CLASS TITLE</b> Staff Information Systems Analyst (Spec)
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday 8 a.m. to 5 p.m.	<b>SPECIFIC LOCATION ASSIGNED TO</b> 707 Third Street, 3rd Floor
<b>PROPOSED INCUMBENT (If known)</b>	<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 306-072-1360-005

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

**BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS**

Under general supervision of the Data Processing Manager II, the incumbent performs advanced technical specialist level duties of complex enterprise-wide Information Technology (IT) deployments, second level technical and analytical support, and functional services of personal computing devices.

**% of time performing duties** | Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use additional sheet if necessary)*

35%	<p><i>All work is to be performed in accordance with State and Federal laws and rules, State Personnel Board, CalHR, State Administrative Manual (SAM), Government Code and other statutory mandates, and/or principles and guidelines of the Department of General Services (DGS) Executive Management.</i></p> <p>The Department of General Services' (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.</p> <p><b>ESSENTIAL FUNCTIONS</b>  <b>Information Technology Service Management (ITSM) Tool Administrator:</b>  Responsible for development, deployment, and maintenance of the SCCM environment:</p> <ul style="list-style-type: none"> <li>• Create complex designs and deployment plans utilizing SCCM.</li> <li>• Build software packages and scripts, test and deploy statewide, and by individual customer request, utilizing SCCM.</li> <li>• Troubleshoot software deployment and update packages, including 3<sup>rd</sup> party and Microsoft updates/patches.</li> <li>• Identify and document various aspects of deployment and operations utilizing the ITSM tool, in order to create a training archive.</li> <li>• Provide technical ITSM tool leadership and delivery expertise to Customer Technology Services Team members.</li> </ul>
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**SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

<b>SUPERVISOR'S NAME (Print)</b>	<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
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**EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT**

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

<b>EMPLOYEE'S NAME (Print)</b>	<b>EMPLOYEE'S SIGNATURE</b>	<b>DATE</b>
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	<p><b>ESSENTIAL FUNCTIONS (Continued)</b></p> <ul style="list-style-type: none"> <li>• Manage third party patch and upgrade deployments in order to ensure consistent software versioning and reduce security risks.</li> <li>• Manage desktop group policies for packages and scripts utilizing SCCM.</li> <li>• Perform the test of established installation procedures and instructions by using and validating internal procedures and best practice methodologies.</li> <li>• Create SCCM Management Reports for management and division/office review.</li> <li>• Provide package deployment status and metrics as related to the SCCM environment.</li> <li>• Coordinate with the Information Security Officer on critical patches, build and deploy as mandated.</li> </ul> <p><b>Technical Support</b></p> <p>25% Performs a variety of complex second level desktop IT tasks in support of DGS customers statewide:</p> <ul style="list-style-type: none"> <li>• Independently diagnose and repair workstations, printers, and network connectivity issues.</li> <li>• Evaluate and resolve technical multifunction hardware and software problems via Dameware; including, but not limited to, installation/repair of network printers, mobile devices, and out of warranty IT devices.</li> <li>• Evaluate and coordinate workstation replacements and relocations interacting with senior level staff onsite and offsite.</li> <li>• Lead on recommending solutions to management for unresolved IT tickets unresolved during first call resolution; write scripts for first level support technicians.</li> <li>• Travel to offsite locations such as Oakland and Southern California, to educate customers on technical procedures and processes in order for customers to effectively secure mobile devices; i.e. laptops, tablets or how to store email in the cloud.</li> <li>• Mentor and train first level support technicians on response procedures for second level tickets.</li> <li>• Review procurement packages to determine if DGS IT Standards are met and collaborate with customers to develop exemptions for hardware and software for non-Standard procurement requests.</li> </ul> <p>20% <b>Communication</b></p> <p><b>Communicate effectively with all levels of technical and non-technical staff and customers both written and verbally to exchange and/or provide direction and guidance on incident and program management.</b></p> <ul style="list-style-type: none"> <li>• Collaborate with the Service Management Team with all aspects of the ITSM lifecycle (i.e. incident and problem management).</li> <li>• Provide complex technical direction and guidance to customers and team members on incident and problem management; such as reoccurring outages or an application down, using written and verbal communication.</li> </ul> <p>15%</p> <ul style="list-style-type: none"> <li>• Present up to date status to customers, management, and team members, on tasks and projects, using email, meetings, and written status reports in accordance with ETS templates.</li> </ul> <p><b>Research and Development</b></p> <p><b>As the technical specialist, consults with external IT experts and performs complex analytical studies related to the direct support of hardware and software products in order to maintain and support the DGS infrastructure.</b></p> <ul style="list-style-type: none"> <li>• Research and provide analysis of potential hardware or software tools in order to ensure compatibility with existing infrastructure.</li> <li>• Research and identify new technologies and recommend implementation strategies to meet customer requests.</li> <li>• Consult with industry experts by attending technical seminars and training classes.</li> <li>• Analyze, identify, and assess options and provide recommendations of products in the test environment for the purpose of acquisition and support of existing infrastructure.</li> <li>• Develop written recommendations for service improvement to management using product specifications and supporting detail analysis.</li> </ul> <p>5% <b>MARGINAL FUNCTIONS</b></p> <p>Maintain professional and technical knowledge by attending educational workshops, viewing professional</p>

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	<p>publications, establishing personal networks, and participating in professional societies in order to have the latest expertise in the IT field.</p> <p><b>KNOWLEDGE AND ABILITIES</b></p> <p><b>Knowledge of:</b> Principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; technical report writing.</p> <p><b>Ability to:</b> Provide exemplary customer service, analyze information and situations, identify and solve problems, reason logically, and draw valid conclusions; develop effective solutions; apply creative thinking in the design of methods of processing information with information technology systems; monitor and resolve problems with information technology systems hardware, software, and processes; establish and maintain effective working relationships with others; communicate effectively.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Extensive integration experience with System Center technologies</li> <li>• Experience with SCCM design, implementation and upgrades</li> <li>• Technical experience with the development\creation of software images</li> <li>• Experience writing VB and/or SQL scripts</li> <li>• Proficiency with the Microsoft Office Suite of tools</li> <li>• Proficiency with Window 7 and above Operating Systems</li> <li>• Experience troubleshooting hardware and software problems</li> <li>• Experience with Service Center software tools (i.e. Remedy)</li> </ul> <p><b>SPECIAL PERSONAL CHARACTERISTICS:</b> A demonstrated interest in assuming increased responsibility, mature judgment, and ability to work independently as well as in a Team environment.</p> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</b></p> <ul style="list-style-type: none"> <li>• Busy professional office environment requiring effective handling of multiple deadlines and sensitive issues.</li> <li>• Possess a valid California Driver's license.</li> <li>• Willingness to work overtime on an occasional basis.</li> <li>• Willingness to travel alone locally for meetings and off-site support, and occasionally out of town for equipment deployments and/or desktop support.</li> <li>• Frequent bending, stooping, and kneeling.</li> <li>• Occasional lifting of IT equipment up to 30 pounds and carrying with assistance of rolling carts.</li> </ul> <p><b>ADDITIONAL QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Analytical Thinking</li> <li>• Creative Thinking</li> <li>• Planning and Organizing</li> <li>• Managing Work</li> <li>• Organizational Awareness</li> <li>• Ethics and Integrity</li> <li>• Forward Thinking</li> <li>• Technical/Professional Knowledge and Skill</li> <li>• Thoroughness</li> <li>• Written Communication</li> </ul> <p><b>INTERPERSONAL SKILLS</b></p> <ul style="list-style-type: none"> <li>• Interact successfully in a team environment.</li> <li>• Communicate effectively with individuals from varied experiences, perspectives and backgrounds.</li> <li>• Maintain a positive attitude under pressure in order to reach the best solution with the customer.</li> </ul>