

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-

11775-ETS

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Admin Division - Enterprise Technology Solutions	POSITION NUMBER (Agency - Unit - Class - Serial) 306-072-1470-925
UNIT NAME AND CITY LOCATED Service Center – West Sacramento	CLASS TITLE Associate Information Systems Analyst
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.	SPECIFIC LOCATION ASSIGNED TO 707 Third Street, 3rd Floor
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)

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 Service Center Analyst will be responsible for performing a variety of full journey level duties in support of electronic information processing systems. The Service Center Analyst performs at the full journey level and works independently as well as part of a team in order to achieve the Unit's goals.

% 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, Department of Personnel Administration, 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>ESSENTIAL FUNCTIONS</p> <p>Customer Service</p> <p>In order to provide timely, professional responses to DGS customers during their first point of contact with ETS at the Service Center:</p> <ul style="list-style-type: none"> • Provide 1st level support, including assisting customers with incident resolution such as password resets, non-functioning hardware/software, or reported outages. • Provide personal computer and laptop hardware and software support and installation to DGS statewide customers. • Research and troubleshoot problems such as printer or mobile device malfunctions; utilizing documented processes and procedures in order to ensure first call IT resolution.
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SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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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.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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30%	<p>ESSENTIAL FUNCTIONS (Continued)</p> <ul style="list-style-type: none"> • Participate in Incident, Problem, Configuration and Change Management processes such as internet explorer upgrade testing in order to ensure minimal impact to DGS statewide customers. • Provide support functions, in coordination with Operations and Applications staff; in technologies such as: active directory, virus protection, spam filtering, email systems, database systems, terminal services, etc. • Develop Net Alerts and/or emails in order to communicate alerts to internal and external customers. • Perform detailed analysis, defining technical problems and recommend effective solutions to customers and other IT analysts. • Create IT related documentation for the ETS knowledge base which provides consistent response to customer questions. The documentation is also used for customers to resolve the least complex issues independently. This documentation is created in a variety of different formats, such as flowcharts, diagrams, narrative description, etc. • Mentor Assistant ISAs and Student Assistants; provide guidance toward issue resolution of customers' technical issues/problems. <p>Desktop Mobile Computing Technical Subject Matter Expert</p> <p>In order to assist the customer and Office of Business and Acquisition Services (OBAS) in processing of IT procurements:</p> <ul style="list-style-type: none"> • Review technical hardware and software specifications for compliance with State of California, DGS, and Department of Technology mandates. • Validate Desktop Mobile Computing requests meet Department IT standards; work with customer and provide documentation if requesting exemption. • Verify through communication with the ETS Project and Portfolio Management Office, reportable vs. non reportable Department of Technology mandates in relation to Desktop Mobile Computing requests. • Act as liaison between ETS Operations, the ETS Administration Unit, and OBAS for technical questions regarding non-standard hardware/software, statements of work, and other IT related documents required for Desktop Mobile Computing. • Facilitate standards review and exemption requests and presents changes to the Change Advisory Board for approval. • Maintain an IT procurement log for tracking and provide regular status to customers.
15%	<p>Systems Analysis</p> <p>In order to maintain a standardized computing environment:</p> <ul style="list-style-type: none"> • Document user's current computer setting by analyzing what hardware and software is needed. • Configure business related software such as Microsoft Office Suite of products; utilizing established installation procedures. • Create, revise, approve, and publish knowledge articles in order to ensure information available to technicians for first call IT resolution. • Manage documents such as how to troubleshoot a printer in the Knowledge Management lifecycle in order to ensure information available to technicians for first call IT resolution. • Use tools such as internet explorer to perform system monitoring of key systems. • Analyze results of monitoring and resolve issues or alerts responsible teams for resolution.

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15%	<p>Communication</p> <ul style="list-style-type: none"> • Provide technical direction and guidance for customer calls regarding escalation to second and third level support; such as network outage, to peers and customers using written and verbal communication. • Communicate with customers, management and peers, in order to provide up to date status on tasks and projects and standard changes, using email, meetings, and written status reports. • Represent the Service Center at meetings; report any impact/information to the Team
5%	<p>MARGINAL FUNCTIONS</p> <p>Maintain professional and technical knowledge by attending educational workshops; viewing professional publications; establishing personal networks; and participating in professional societies in order to have the latest expertise in the IT field.</p> <p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: Principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; technical report writing.</p> <p>Ability to: 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>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Proficiency with the Microsoft Office Suite of tools • Proficiency with Window 7 and above Operating Systems • Experience troubleshooting hardware and software problems • Experience with remote control tools • Experience with Service Center software tools (i.e. Remedy) <p>SPECIAL PERSONAL CHARACTERISTICS:</p> <p>A demonstrated interest in assuming increased responsibility, mature judgment, and ability to work independently as well as in a Team environment.</p> <p>ADDITIONAL QUALIFICATIONS</p> <ul style="list-style-type: none"> • Analytical Thinking • Creative Thinking • Planning and Organizing • Managing Work • Organizational Awareness • Ethics and Integrity • Forward Thinking

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	<ul style="list-style-type: none">• Technical/Professional Knowledge and Skill• Thoroughness• Written Communication <p>INTERPERSONAL SKILLS</p> <ul style="list-style-type: none">• Interact successfully in a team environment.• Communicate effectively with individuals from varied experiences, perspectives and backgrounds.• Maintain a positive attitude under pressure in order to reach the best solution with the customer. <p>WORK ENVIRONMENT</p> <ul style="list-style-type: none">• Busy professional office environment requiring effective handling of multiple deadlines and sensitive issues.• Work in an open space environment.• Ability to use a computer keyboard continuously throughout the day.• Ability to read from computer screens continuously throughout the day• Ability to use a headset and/or handset continuously throughout the day.