

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Associate Information Systems Analyst (Specialist)	OFFICE/BRANCH/SECTION D20/IT/Infrastructure Div/Sac Metro Customer Service	
WORKING TITLE Deployment Team Analyst	POSITION NUMBER 900-170-1470-924	EFFECTIVE DATE

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

**GENERAL STATEMENT:**

Under the general supervision of a Data Processing Manager II (DPM II), the incumbent performs administrative, technical, and analytical deployment duties related to information technology (IT). The incumbent performs work of complex difficulty in IT support and deployment of IT equipment for the Sacramento Metropolitan area. This includes deployment, installation and configuration of hardware and software, troubleshooting, and customer assistance related to equipment deployment as follows:

**TYPICAL DUTIES:**

Percentage		Job Description
40%	Essential (E)/Marginal (M) <sup>1</sup> E	Plan and develop onsite logistics for deployment of IT equipment such as desktops, laptops, monitors, printers, scanners, and digital senders once it has been received by the requestor. Maintain timelines for project management. Coordinate with customers for delivery and installation of newly imaged equipment. Work with vendors, stakeholders and customers for accuracy of equipment received and tagged. Develop and prepare asset counts for reports to management.
30%	E	Install hardware (e.g., personal computers, printers, modems, monitors, digital senders, and scanners) and software (e.g., proprietary application installations and configurations). Image and deploy hardware using imaging equipment and install software needed for employee to perform their job. Troubleshoots problems related to new deployment installations.
20%	E	Prepare and respond to Helpdesk Expert Automation Tool (HEAT) tickets for deployments and for surplus of outdated and broken equipment. Prepare forms to have surplus equipment removed from appropriate division's inventory.
10%	M	Assist in development of complex reports for management and contracts. Ensure State Administration Manual requirements are considered and satisfied.

<sup>1</sup>ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

**SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS**

None. May act in a lead capacity.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of: Win XP, Win 7 PC operating systems; Office 2003/Office 2007, NetWare 4.x client connectivity; hardware such as printers, hard drives and network cards; software such as hardware drivers; must be familiar with information technology concepts, practices, methods and principles, and customer service and customer support principles and methods. This position requires an understanding of PC hardware, software and operating system problems and PC diagnostic and tuning tools.

Ability to: Follow oral and written instructions and learn operating procedures and methods; satisfactorily carry out increasingly complex assignments and communicate effectively with staff at all levels.

Analytical Requirements: The incumbent must have the ability to reason logically, use analytical techniques, and

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exercise sound judgment in IT disciplines. The incumbent must be able to analyze complex workstation problems, determine the best solution and implement the solution. In addition, the incumbent, using published IT processes and standards, must determine solutions for work processes which may be improved by using IT disciplines, i.e., automating a manual process, etc.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent has authority to plan, design and carry out work independently within a clear framework established by his/her supervisor. The incumbent uses judgment in interpreting and adapting guidelines such as policies, operations manuals, and work directions for application to specific cases or problems. The incumbent is responsible for decisions, actions, and consequences related to the installation and use of workstation and server Network Operating Systems. The work product or service affects a wide range of established activities. Failure to act properly or errors could result in damage to sensitive equipment. Any downtime directly contributes to losses in productivity in the functional areas that utilize desktops.

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### PUBLIC AND INTERNAL CONTACTS

Work at this level requires engaging in business relationships requiring tact and perspective. Incumbent is expected to communicate effectively, both orally and in writing with peers, clients and customers. Daily contact is made with a wide range of systems users. Routine contact is made with internal and external IT staff to coordinate problem solving, methods, and practices, or to discuss operational or business needs and systems requirements.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical requirements may include moving large volumes and various large pieces of computer hardware; ability to lift 50 pounds, sitting for long periods of time using a keyboard, monitor mouse and telephone; bending, stooping and kneeling. Sustained mental activity is needed for deployments; responding to clients inquiries; using problem solving analysis and reasoning when responding to clients' requests; multi-tasking, adapting quickly to changing priorities and performing completed staff work or tasks and projects with short notice. Lastly, emotional requirements include the ability to develop and maintain cooperative working relationships with peers and clients and to respond appropriately in difficult situations.

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### WORK ENVIRONMENT

The incumbent will performs work indoors in a climate-controlled environment under artificial lighting and occasionally outdoors in a warehouse environment. The employee may be required to work for extended periods of time in a computer room that maintains a constant temperature of 70 degrees.

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I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

DATE

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

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SUPERVISOR (Print)

JAYSON MIRANDA

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SUPERVISOR (Signature)

DATE

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