

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Associate Information Systems Analyst (Specialist)	OFFICE/BRANCH/SECTION D20/Information Technology/CSD/Oakland IT Office	
WORKING TITLE Desktop/Field Support Analyst	POSITION NUMBER 900-174-1470-924	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 the Data Processing Manager II (DPM II), the incumbent is responsible for analysis, development, installation, implementation, procurement, and support of Information Technology (IT) systems with a concentration in the support of the District's field offices. Information technology systems include personal computers (PC), PC operating system software, application software, peripherals, devices, local area networking, and intranet configurations. The incumbent provides technical support as well as serving as representative for District IT to computer users throughout the District field offices who support the California Department of Transportation (Caltrans) mission-critical projects. The incumbent may act as a participant or as a project lead over other staff, in the completion of complex information technology studies of a complex nature or broad scope as follows:

**TYPICAL DUTIES:**

Percentage		Job Description
60%	E	Diagnose and resolve technology problems of various complexities in response to customer reported incidents working in remote field offices. Consult with users concerning technology needs. Resolves and researches IT problems of greater than average difficulty, such as hardware and software installation and updates, patches and configuration changes by searching reference material on the subject. Documents actions in the Help Desk Ticket database. At times, incumbent may be required to travel to field office sites. When necessary, State provided vehicle will be assigned for travel.
30%	E	Incumbent is responsible for inventory, imaging, testing, deployment, and placing standard personal computers on the District's network (Novell LAN, Active Directory/Domain) at the user's desktop. This includes the possibility of leading a team of analysts, technicians, and Student Assistants in completion of the tasks necessary for complete customer satisfaction in the deployment of new and recycled PCs.
5%	M	Performs the function of liaison between IT and all the Department programs and divisions, communicating to the IT management the business priorities, Caltrans IT standards and requirements to all District 4 programs and divisions.
5%	M	Explores new technologies and methods that could improve the services provided to District 4 computer users through project studies, system development life cycle studies, keeping abreast of the current Caltrans IT standards, and training.

<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, however may provide project leadership for complex IT LAN and hardware/software procurement, installation and configuration projects.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of: The employee needs a strong working knowledge of the principles and practices of analysis support as applied to data processing hardware, software and systems. The incumbent must have a thorough understanding of Caltrans IT standards and be able to apply those standards using industry recognized best practices in the completion of assigned duties. Interpersonal skills are required in order to provide excellent customer satisfaction using innovative and proactive techniques in resolving problems from field office personnel. The employee needs to possess knowledge of

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electronic information processing systems equipment, software and practices; analytical process and technical writing. Additionally, the incumbent must understand the various Windows based applications and be knowledgeable in Microsoft Windows 7 and above, Internet Explorer, MS Office Suite, Novell and Lotus Notes as well as the ability to pick up knowledge of existing or future database systems administration or support.

**Ability to:** The ability to skillfully deal with the full range of clients (from the novice to the expert) is required. Also, the incumbent must have the ability to operate a State provided vehicle when necessary to travel to remote field offices.

**Analytical Ability:** The employee must have a level of analytical ability sufficient to permit the employee to effectively apply current IT techniques, standards and best practices to the operational problems encountered by the Department. Possess ability to analyze data and situation, identify and solve problems, reason logically and draw conclusions; develop effective solutions; apply creative thinking in the design of methods of processing data with electronic computers; monitor and resolve problems with information processing systems hardware, software, and processes; establish and maintain effective working relationships with others; communicate directly verbally and in writing.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The employee must exercise good judgment, analyze problems and take appropriate action. Poor decisions or recommendations could result in significant losses of departmental efficiencies through unnecessary delays, loss of data, equipment damage, and loss of employee productivity and user dissatisfaction.

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### PUBLIC AND INTERNAL CONTACTS

The employee will have contact with computer users throughout the Department at all levels, especially field office personnel.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical requirements may include moving or lifting various pieces of computer hardware, sitting for long periods of time, bending, stooping and kneeling. The position will also require sustained mental activity needed for help desk ticket writing, responding to client help desk phone calls and using problem solving, analysis, and reasoning when responding to clients requests. Position also requires the ability to maintain cooperative working relationships with peers and clients and to respond appropriately in difficult situations.

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### WORK ENVIRONMENT

In this position the incumbent will perform work indoors in a climate-controlled environment under artificial lighting. Incumbent may be required to work in a computer room, which maintains a constant temperature of 65 degrees for extended periods of time. Travel to field offices may also be necessary. Field office environments are typically office environments, but at times may be located in temporary trailers or commercial modulars.

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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)

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SUPERVISOR (Signature)

DATE

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