

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Information Systems Analyst (Specialist)	D20 IT/Infrastructure/Enterprise Imaging and Applications	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
	900-170-1470-924	

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 Chief of Enterprise Imaging and Applications (EIA), Data Processing Manager II, (DPM II), the incumbent will independently perform a full range of tasks in connection with the analysis, development, installation, implementation, process automation, and procurement of information technology systems. Incumbent must have extensive knowledge of computer hardware, software, Microsoft desktop operating systems, various scripting technologies, and may act as project leader on information technology system studies of a broad scope and complex nature.

**TYPICAL DUTIES:**

Percentage		Job Description
Essential (E)/Marginal (M) <sup>1</sup>		
40%	E	Design, build and deploy network deployment packages through the use of the departmental configuration management system. Automate the installation of deployment packages through the use of Visual Basic, batch, Linux bash and PowerShell scripting. Troubleshoot and resolve issues that are related to software packaging and deployment. Provide hands-on (second level) support to resolve computer issues using remote access tools or physically visiting the customers location.
40%	E	Create, maintain, and augment the modularized Enterprise universal image for statewide distribution. Automate the installation of the universal image and imaging applications through the use of Visual Basic, batch, Linux bash and PowerShell scripting. Perform computer imaging, image multicasting, reconfiguration and/or reinstallation of software, perform diagnostics, analyze and resolve imaging issues.
10%	E	Develop and maintain procedures and instructions for use by support staff and or customers. Train support staff in using these procedures and tools.
10%	M	Correlate issues reported by Information Technology (IT) customers. These issues may be reported by telephone, e-mail, or from walk-in traffic. Work with the appropriate analyst to resolve the issue. Make entries into the departmental service ticketing system detailing the issue, resolution and follow-up actions required. Maintain hardware inventory and facilitate equipment transfers.

<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 over less experienced technical staff on assigned projects.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of: The employee needs a working knowledge of the principals and practices of analysis. Interpersonal skills are required in order to provide customer satisfaction using innovative and proactive techniques in resolving issues presented to Technical Support. A general knowledge of Configuration Management Systems, Microsoft Active Directory, Backup Systems, WAN, LAN, Internet, Intranet and remote access technologies is desired. Must be familiar with computer hardware/system configurations, Windows 7, Windows 8.1, MS Office Suite, and Internet Browser technology. Must be familiar with computer scripting technologies including Visual Basic, batch, Linux bash and

**ADA Notice**

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PowerShell.

Ability to: Apply creative thinking in the design and augmentation of information technology systems to develop effective solutions. Monitor and resolve problems with information technology systems hardware, software, and processes. Establish and maintain effective working relationships with others and communicate effectively. The ability to skillfully deal with the full range of customers (from the novice to the expert) is required. The employee must have the ability to multi-task and deliver effective customer service.

Analytical Skills: The incumbent must have a level of technical understanding to take advantage of customer support disciplines, from solution conceptualization through implementation. Must be able to analyze information and situations, identify and solve issues, reason logically, and draw valid conclusions. In addition, the incumbent must have the skills necessary to address support service prioritizing, planning, evaluating, and scheduling of IT services and projects.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

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

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### PUBLIC AND INTERNAL CONTACTS

The employee will have contact with customers at all levels of the Department, and may have contact with private vendors in the course of their duties.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical requirements may include moving various large 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, critical analysis, and reasoning when responding to customer requests. Lastly this position requires the ability to maintain cooperative working relationships with peers and customers and to respond appropriately in difficult situations.

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### WORK ENVIRONMENT

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 70 degrees for extended periods of time.

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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.)

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

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

SUPERVISOR (Print)

DAVE LOGAN

SUPERVISOR (Signature)

DATE