

Proposed

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Assistant Information Systems Analyst	OFFICE/BRANCH/SECTION D20/IT/Infrastructure Div/Sac Metro Customer Service	
WORKING TITLE Assistant Information Systems Analyst	POSITION NUMBER 900-170-1479-924	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 supervision of a Data Processing Manager II, the incumbent provides 1st level CADD application support to engineers statewide related to engineering information technology. The employee performs work of less complex difficulty in 1st level software support by providing on site and remote assistance to the Sacramento Metropolitan office sites as well as statewide support. This includes troubleshooting, tracking and resolution of database tickets, and the installation, configuration and maintenance of software as follows:

TYPICAL DUTIES:

Percentage		Job Description
60%	E	Provide support with diagnosis and resolving engineering CADD software e.g., Microstation, Falcon, Calce, Rebar and hardware, e.g., plotters problems in response to customer reported incidents. Provide 1st level software technical support and problem resolution for a range of customer software problems; Input entries data into the problem and tracking systems detailing the problem, resolution and follow-up actions required. Follow-up with unresolved and pending problems.
30%	E	Incumbent will assist with researching and consulting with Structure Design Technicians on rewrites; compile time-saving macros and user commands in Microstation. Learn to develop useful and effective utility software programs. Assists Structural Design Technicians, Engineers, and consultants in the use of standards and procedures, and naming/file organization conventions used in the Division of Engineering Services Division. Assist with developing user manuals that document existing or proposed CADD standards and procedures and provides training on an as needed basis.
10%	M	Perform special studies for IT management regarding problem types, resolution methods and significant problems related to specific departmental hardware, software and in-house applications by analyzing raw data from the tracking systems. Maintain copies of these procedures both electronically and in hard copy.

¹ESSENTIAL 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.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of:

The employee requires a working knowledge of Division of Engineering standard methods of laying out bridge plans, basic surveying, engineering mathematics (including geometry and trigonometry) and the use of common CADD concepts, including levels, colors, symbol libraries, groups, chained elements, graphical editors, plotting procedures and file management.

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Ability to:

The ability to skillfully deal with the full range of clients (from the novice to the expert) is required. Must be familiar with computer problems relating to hardware/system configurations, Windows 7, and MS Office Suite. Must have good communication skills and be able to work independently with Structural Design Technicians and system administrators of CADD systems. Follow oral and written instructions; and learn operating procedures and methods; satisfactorily carry out assignments and communicate effectively with staff at all levels.

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.

PUBLIC AND INTERNAL CONTACTS

The incumbent will work with users of the system on a daily basis to produce usable documents and to improve existing procedures. The incumbent will periodically attend vendor-offered classes to learn about improvements included in software upgrades. The incumbent will work with contracted computer repair technicians on an as needed basis and is responsible for reporting discovered problems to contracted computer maintenance companies and coordinating the repairs.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The Incumbent must be able to perform tasks utilizing a personal computer and may sit for long periods of time. The position will also require sustained mental activity needed for help desk ticket writing, responding to client calls and using problem solving, analysis, and reasoning when responding to clients' requests. Lastly this position requires the ability to maintain cooperative working relationships with peers and clients and to respond appropriately in difficult situations.

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 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)

TAMI MORI-TANAKA

SUPERVISOR (Signature)

DATE