

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Assistant Information Systems Analyst	D20/Information Technology/CSD/Fresno IT Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Telecommunications & IT Support Analyst	900-176-1479-924	

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 supervision of the Data Processing Manager I (DPM I), the incumbent performs a wide variety of analytical activities in support of complex information technology, cellular and telecommunication systems, networks, and platforms. Provides Districtwide and Regional Program services, supports, installations, implementations, and procurements of all cellular equipments and telephone devices. Since communications are critical to the District and Region's ability to meet mission responsibilities, they are directly related to project delivery as follows:

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
50%	E	Provide extensive and continuous customer service and support for the procurement, programming, upgrading, activation, deactivation and troubleshooting cellular equipment for the district and regional programs. Maintain correct charging information; analyze and evaluate communication billing to ensure proper and cost effective rate plans are utilized; coordinate with HQ Accounting Utilities Payment Section; perform review and analysis of plans; purchase cellar devices; and works with vendors for service. Operate the Mobile Device Manager for all cellular devices. Use vendor accessible systems to manage accounts and specialized services.
35%	E	Coordinate work, procurement, support and issues with the telecommunication and cellular vendors. Procure all district and regional program Information Technology (IT) equipment and cellular devices. Maintain knowledge of the State of California IT and cellular procurement process and contracts.
5%	E	Perform asset management functions related to maintaining inventory; tracking of equipment; receipt of new devices; process documentation and coordinate with property controller for new, lost, stolen, damaged, and surveyed equipment.
5%	M	Provide support and troubleshoot the district's telephony and wiring management system. Do moves and changes of phone services. Perform cross connects in the MPOE and IDF's in the various district facilities.
5%	M	Perform basic PC Support functions and services to the Fresno IT Service Desk. Learn new software and document processes.

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

Must have a working knowledge of electronic communication devices and systems; Information Technology equipment and its capabilities; customer support techniques; Must be able to use current Microsoft Windows operating system and Office suite. The employee must possess the ability to understand the basic concepts of the hardware and software used for telecommunications and networking platforms supported within the District. Must analyze related operations/activities to determine appropriate recommendations to the various users performing communications-related operations in the District. Must be willing to learn future electronic communications technology trends. Must be able to speak and write effectively and prepare effective reports. Professional customer service is a must.

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The employee is responsible for decisions and consequences related to the operation of the district's daily operation, the failure of which would result in the loss of District and Central Region communications and/or data and possibly impact project delivery schedules.

PUBLIC AND INTERNAL CONTACTS

Must establish and maintain cooperative working relationships with IT peers, HQ, District and Region staff and outside vendors. Interact directly with District and Region technical staff to keep systems on-line. May also deal with other State, Federal, County and City agencies in coordinating network access and communications.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Requires the operation of a personal computer, desk phone and cellular devices. Considerable time will be spent sitting at a desk or driving/riding in an automobile. Sustained mental activity may be needed for report writing, auditing, problem solving, analysis and reasoning. Emotional requirements include the ability to develop and maintain cooperative working relationships; respond appropriately to difficult situations; recognize emotionally charged issues or problems and acknowledge the various responses. Must be able to maintain composure.

WORK ENVIRONMENT

Incumbent will work in an office environment with artificial lighting and climate-controlled environment. The employee may encounter dust in network closets or under computer room raised floors. Occasional travel to remote sites will be necessary. A state vehicle may be available. If travel will be performed in a state vehicle, a valid California driver's license is required.

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)

SUPERVISOR (Signature)

DATE