

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
DUTY STATEMENT**

<b>CLASSIFICATION TITLE</b> Assistant Information Systems Analyst	<b>DISTRICT/DIVISION/OFFICE</b> D20/HQ Information Technology/Solutions Division/Package Products Support	
<b>WORKING TITLE</b>	<b>POSITION NUMBER</b> 900-170-1479-924	<b>EFFECTIVE DATE</b> June 2014

**As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team, as well as those we serve.**

**GENERAL STATEMENT:**

Under the supervision of a Systems Software Specialist II (Supervisor), the incumbent is responsible for quality analysis, design, testing and support for standard and complex computerized systems. This includes performing analysis of the Packaged Products Solutions Office's business problems as they relate to the development and maintenance of systems and databases. Duties include, but are not limited to:

**TYPICAL DUTIES:**

**E - Essential**  
**M – Marginal**

- 40% (E)     **Project Quality Analysis, Design, Test and Support**  
Under supervision, employee analyzes customer service requests to correct deficiencies or enhance automated systems. The incumbent will:
- Resolves customer complaints/requests of average difficulty and facilitates the resolution of more complex requests
  - Test systems and applications
  - Triage errors and bugs found, resolving those of lower complexity
  - Develop less complex reports as per the requirements for financial applications using Business Objects reporting tool.
- 40% (E)     **Interface with Client/Project Team**  
Employee discusses requirements, reviews client needs, analyze business problems to identify a solution within customer constraints and those dictated by hardware and/or software limitations. The incumbent will:
- Attend meetings with the clients/project teams
  - Establish test cases and approval processes to ensure the impacts of system modifications are considered from all aspects and to mitigate negative impacts to the greatest extent possible
  - Participate in reviewing test results and system testing procedures with the

clients/project team

20% (M)

**Documentation**

The incumbent will assist:

- Develop and maintain detailed documentation on all aspects of the business functional analysis.
- Assist programmer analysts in developing program specifications.
- Assist Supervisors in the Office with process documentation, work item tracking and reporting.

**SUPERVISION EXERCISED OVER OTHERS:**

This position does not supervise other employees.

**REQUIRED KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS:**

- Working experience in PL/SQL, SQL, Java and/or Crystal reports
- Knowledge of the organization's business enterprise and ability to take into account the larger business perspective in proposing and designing information technology solutions.
- Knowledge of available tools, methods, and procedures associated with their area of specialization.
- Ability to translate business needs into automated solutions for the clients.
- Ability to conduct document analysis findings, customer problems, issues, decisions, assumptions and lessons learned.
- Communicate effectively (orally and in writing), with various groups of people contacted.
- Establish and maintain effective and cooperative working relationships.
- Work with programmers in the design of the business solution.
- Ability to create test plans and perform system tests on the business solution.
- Ensure changes and follow-up issues resulting from reviews are resolved and incorporated in solution design.
- Ability to prioritize work and resolve issues.

**CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:**

Poor decisions or recommendations could result in significant losses of departmental resources through unnecessary delays, loss of employee productivity and client dissatisfaction with proposed information technology solutions.

**PUBLIC AND INTERNAL CONTACTS:**

The incumbent will have contact with peers, management and clients at all levels throughout the department to discuss business level needs. The incumbent may contact vendors and external entities to discuss existing or new technology.

**PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:**

The incumbent may be required to sit for long periods of time using a keyboard and video display terminal. The incumbent may be required to work with large, plotter-sized paper.

