

**CALIFORNIA DEPARTMENT OF TRANSPORTATION (CALTRANS)
DUTY STATEMENT**

CLASSIFICATION TITLE Associate Information Systems Analyst (Specialist)	DISTRICT/DIVISION/OFFICE D20/Information Technology (IT)/Customer Service Division/Marysville IT Office	
WORKING TITLE IT Technical Support Analyst	POSITION NUMBER 900-173-1470-924	EFFECTIVE DATE August 2014

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. The Department of Transportation 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 I (DPM I), the incumbent will provide second level customer service and desktop computer support located within District 3, while responding to external mandates and regulatory demands as follows:

TYPICAL DUTIES:

E - Essential
M – Marginal

50% (E) **DESKTOP SUPPORT**

Independently provide second level support for various customers located in the offices within the District 3 Marysville IT Office. Install, configure, procure, and support desktop and laptop computer systems in assigned area of support. Provide direct end user support for a variety of office automation and design software and hardware. Respond to, analyze and resolve complex customer requests for assistance. Provide direct end user customer training as needed. Troubleshoot and arrange for maintenance and repair of all electronic data processing equipment in assigned area of support. Use remote control desktop support tools via iManager or similar tools for troubleshooting and repair. Install, configure, and support of other information technology equipment such as cell phones, scanners, plotters, printers, and digital cameras. Assist in the development of processes and procedures for desktop support. Work in close coordination with other District support staff and the Unit Supervisor.

15% (E) **PROCEDURAL SUPPORT**

On a continuous basis perform administrative tasks such as but are not limited to monitoring new helpdesk tickets, acknowledging receipt of the helpdesk tickets, updating helpdesk tickets with schedule or delay information, documenting solutions and closing helpdesk tickets in a timely manner, keep online vehicle usage data current, submit on-time weekly status reports in an acceptable format, keep current a daily travel itinerary and adhere to a prescribed set of basic expectations established by management. Constantly

communicate with customers regarding changes to any scheduled service and status of their work requests.

15% (E) **INVENTORY CONTROL SUPPORT**

Periodically, conduct inventory audits of IT related equipment using the prescribed inventory method as well as frequently updating the inventory as changes occur. In addition, frequently update changes to IT related equipment as it happens through the prescribed inventory method. Assist customers in their IT procurement efforts.

10% (E) **WAN/LAN SUPPORT**

Provide localized Local Area/Wide Area Network (LAN/WAN) support for District 3's Field Offices. Work with District Network Administrators to provide communications, access, printing, and file sharing services. Document information specific to issue resolution and escalate unresolved issues expeditiously to the appropriate analyst and administrator. Assist in the development of processes and procedures for the Network Operations Unit.

10% (M) Participate in IT related projects and committees to improve IT support within the district. Researches, evaluates, and recommends new equipment and software for all customer support. Assist customers with purchase requests and justifications.

SUPERVISION EXERCISED OVER OTHERS:

None. Employee may act as a lead over others.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS:

Possess the ability to understand the complex concepts of hardware, software, telecommunications and networking for various platforms. Analyze related operations/activities to determine appropriate recommendations to users. Must be verse in technical report writing. Must have a strong working knowledge in the use and management of Microsoft Active Directory, Windows XP and Windows 7 Operating System, Novell Client, Novell Zenworks and Utility Software. Must have the ability to analyze information and complex situations, identify and solve problems, reason logically and draw valid conclusions. Must be able to apply creative thinking in the design of methods of processing information with information technology systems, monitor and resolve problems with information technology systems hardware, software, and processes; establish and maintain effective working relationships with others; and communicate effectively.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

Employee is responsible for decisions, actions, and consequences related to end user project delivery schedules, failure of which would result in the loss of departmental finds in varying magnitudes.

