

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

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| CLASSIFICATION TITLE Associate Information Systems Analyst (Spec) | DISTRICT/DIVISION/OFFICE D20/Information Technology/Customer Service Division/ Oakland IT Office | |
| WORKING TITLE Cellular Phone/Wireless Support | POSITION NUMBER 900-174-1470-924 | EFFECTIVE March 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; reporting to work regularly and on time; 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 general direction of a Staff Information Systems Analyst (Supervisor), the incumbent is responsible for the planning, design and support of voice and data communications systems in District 4 - Oakland. This includes wireless technologies such as Blackberry's, Smart phones, cellular telephones, pagers and tablets or PDA's. Incumbent manages the district contract for cellular telephone needs as well as determining the appropriate selection of cellular telephone service providers, supports Caltrans-owned cellular telephones; assists with the establishment of standards for equipment, analysis and administration, coordination, and guidance to assure the successful implementation and maintenance of Telecommunications systems. Typical duties include, but may not be limited to:

TYPICAL DUTIES:

E - Essential
M – Marginal

- 35% E Manages and maintains all aspects of Telecommunication service contracts, including monitoring of renewed contracts for cellular phones, Blackberry's, or other wireless technology district wide. Work with the vendors and the Accounting Office to resolve billing issues for telecommunication services or equipment, that may result when the proper paperwork is not completed (i.e., Form 20C, which is the payment authority for wireless service).
- 30% E Configuration of Smart Phones Devices: This includes adding new smart phone users to the Enterprise Server or Mobile Device Management. Provide technical desktop support and resolves hardware/software problems of average difficulty users may encounter with high-end mobile devices e.g., smart phone (iOS, Android, Blackberry and/or Personal Digital Assistant). Provide one-on-one training to high-level managers in the Director's Office on the use of smart phone devices. Follow up and ensure problems are resolved to customer's satisfaction. Advise customer of the cause of problem and remedies to eliminate in the future. Enter into the problem and resolution tracking system (database) a record of common problems and their resolution to assist with more rapid problem resolution in future reoccurrences. Provide professional, diplomatic and courteous customer response.

- 20% E Incumbent is the main point of contact with the contract vendors to resolve any hardware or software issues. Incumbent is also the main point of contact for disseminating and resolving any invoice related issues between the vendors and Accounting on all Caltrans accounts throughout the district. Work with Department Telecommunication Representatives ATRs statewide. Adhere to the telecommunications sections of the State Administrative Manual (SAM Chapter 4500). Ensure California Wireless Contract and Calnet II contract terms are being followed, and appropriate paperwork is being processed so that invoices can be paid timely.
- 10% E Consults and advises management in establishing district telecommunications policy and administrative procedures covering voice, and data. Develops and maintains procedures consistent with the Departments goals and objectives, and maintains these procedures. Work with the District web master to make sure that relevant information are posted on the intranet site and it is up to date.
- 5%M Represent the district in meetings with ATRs to discuss and address various telecom issues they may be encountering with the contract terms, processes or equipment issues.

SUPERVISION EXERCISED OVER OTHERS:

None.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS:

The incumbent must have a general understanding of the Department's Telecommunications infrastructure and a working knowledge of the principles and practices of analysis. General knowledge of networks, WAN, and LAN, is required in order to properly configure and install blackberry and smart phone devices. Interpersonal skills are required in order to provide customer satisfaction using innovative and proactive techniques in resolving problems presented to the Telecommunications unit.

The incumbent must have a level of analytical ability sufficient to permit the employee to effectively apply current EDP techniques to the operational problems encountered by the department. The incumbent must demonstrate initiative in identifying issues, business opportunities and assisting management with critical and sensitive issues. The incumbent must be able to use reason, prepare analysis and research to supplement existing State Administrative Manual and technical guidelines, procedures and methods. The incumbent may need to research emerging technologies, and in so doing, must be able to develop new guidelines, procedures and methods.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The incumbent must exercise good judgment, and take appropriate action. In working with the Director's Office, the incumbent must be able to fix problems quickly. Poor decisions or recommendations could result in significant losses of departmental efficiencies through unnecessary delays, loss of data, equipment damage, losses of employee productivity and user

