

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE Assistant Information Systems Analyst	DISTRICT/DIVISION/OFFICE D20/Information Technology/Customer Service Division/San Diego IT Office	
WORKING TITLE Service Desk Support	POSITION NUMBER 900-181-1479-924	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 direction of the San Diego Information Technology Desktop Services Unit Manager, a Data Processing Manager I, the Assistant Information Systems Analyst is responsible for analysis, development, installation, implementation, and support of information technology systems with a concentration in desktop support. Information Technology (IT) systems include personal computers (PC), PC operating system software, application software, local area networking, internet and intranet configurations. This position will serve as the single point of contact for district employees at the IT Service Desk. This position will provide first tier support to analyze and resolve less complex IT issues as well as document and assign more complex issues to second tier support technicians. The incumbent provide technical support to computer users throughout the District who support Caltrans mission-critical projects.

TYPICAL DUTIES

E - Essential
M - Marginal

60% E Assist all District 11 employees as a single point of contact at the IT Service Desk for all IT related needs. This includes but is not limited to issues, requests for help or information regarding information technology related hardware, software, network, and peripherals. The incumbent will answer the district service desk phone, voicemail, and email, evaluate and resolve issues or determine request priority and assign technicians for additional assistance. The incumbent will provide timely resolution of reported issues. The incumbent will be responsible to diagnose, research, and resolve computing problems of less complex difficulty, such as hardware issues, software installs/updates, patches, and configuration changes in response to customer reported issues. The incumbent will be responsible to create work tickets for more complex issues and assign them to second tier technicians. The incumbent will work closely with Desktop Services, Network Services, and Operations Services managers to prioritize and dispatch technical support including on-site and remote locations. The work will require coordinating with vendors, manufacturers or consultant technical support staff in the resolution of issues as needed. Weekly service desk progress reports of all ongoing calls will be provided to managers.

- 20% E The incumbent will act as a District Email Administrator, which include requesting accounts be created and deleted as required. Resolving email issues will be required along with updates to high-level Headquarters Administration email databases.
- 10% M The incumbent is required to stay apprised of the latest technological changes. This includes an understanding of hardware, software, support techniques and procedures that would be cost beneficial in improving the delivery of service to District offices. This continued learning provides the ability to anticipate potential support issues and share gained knowledge with staff. The incumbent could be expected to present recommendations to management for implementation of new technology.
- 5% E Ensure that all department IT security software and systems are properly installed and functioning on department assets. Remediate hardware and software compromised by security incidents.
- 5% M Assist with property inventory and control of computer equipment costing \$500.00 or more, whether capitalized or expensed, must be controlled identified and tagged in accordance with State Administrative Manual Sections 8650 through 8652. Attends various meeting as assigned and may be required to prepare minutes for dissemination of information to Information Services staff.

SUPERVISION EXERCISED OVER OTHERS:

None.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS:

The incumbent must have the ability to analyze data and situations, identify and solve problems, reason logically and draw valid conclusions; develop effective solutions; apply creative thinking and establish and maintain cooperative relationships with others. Critical thinking to analyze situations, the ability to accurately document actions and the ability to prioritize and assign service calls will be critical to the success of the incumbent. They must be self-motivated and adapt well to changing needs as conditions warrant, such as acquiring the knowledge and skill related to newly acquired complex and technical telecommunication services. The incumbent must have a basic level of knowledge of complex information systems principles and practices; ability to speak and write effectively; make effective presentations, both written and oral; ability to research and perform technical functions with minimal supervision. The employee must demonstrate extreme organization skills, commitment to excellence, and a desire for innovative solutions. Must work well in a team environment, but demonstrate personal responsibility for all work assignments. Must provide excellent customer service by acknowledging the value of all staff in the Department.

The following are additional requirements:

- Strong interpersonal skills with various staff and all levels of management.
- Ability to work as a team member to analyze information systems and departmental business processes.
- Ability to effectively adapt changing technology to business needs.
- Ability to solve problems effectively and efficiently; communicate clearly to management.
- Ability to work as a team member to prepare reports and technical documents.
- Ability to gain confidence and respect of customers and peers.
- Ability to keep overall objectives and strategies in mind and not be deflected from these when dealing with matters of detail.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee is responsible for decisions, actions and consequences related to the management of Information Technology hardware and software assets. Failure to successfully manage assets appropriately could result in waste of Department funds expended by the user function and potential Departmental liability for non-compliance and non-reporting issues.

PUBLIC AND INTERNAL CONTACTS:

The employee will be required to interface closely with a variety of computer users within the District; with headquarters personnel involved in the operation of the District's computers, other members of the District Information Technology office and with representatives of various computer vendors and manufacturers.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Physical Requirements: Employee may be required to sit for long periods of time (up to 3 hours) using a keyboard, video display terminal and telephone and is expected to be aware of ergonomic principles and employ safe practices in the workplace. Requires occasional bending, stooping, crawling and kneeling and movement of the body or neck in a sideways motion, either seated or standing. Employee may also be required to move large or cumbersome computer hardware.

Mental Requirements: Sustained mental activity is needed for problem solving, analysis, reasoning, and 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 multi-task and adapt to changes in priorities with short notice.

Emotional Requirements: The incumbent must value cultural diversity and other individual differences in the workforce; consider and respond appropriately to the needs, feelings and capabilities of different people in different situations, be tactful and treat others with respect.

WORK ENVIRONMENT:

While at their base of operation, employees will work in a climate-controlled office under natural and artificial lighting. Employees may also be required to travel to other Caltrans

buildings/locations. Multi-floor buildings are equipped with elevators and stairs. Wheeled carts and lifting devices are available when transporting computer equipment that is heavy or cumbersome to carry. The incumbent will be required to adjust or flex work hours, work extended or weekend hours as the workload and/or special projects become priority

I have read, understand and can perform the duties listed above. If you believe you may require accommodation, please discuss this with the hiring supervisor.

Employee's Name (please print)

Employee's Signature

Date

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

THOMAS NIPPER

Supervisor's Name (please print)

Supervisor's Signature

Date