

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Staff Information Systems Analyst (Specialist)	D20/Information Technology (IT)/CSD/Oakland IT Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Configuration/Management Lead Analyst	900-174-1312-924	

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 general supervision of the District Information Technology Manager (DPM III), the incumbent will independently and/or per instructions perform a full range of complex tasks in the hardware and software configuration and management of microcomputer systems. This includes analysis, testing, development, configuration, installation, implementation, operation, maintenance and documentation of hardware/software installation, imaging, creation of add-on packages (automated software installations) and systems administration of various desktop (push, security and asset) management software tools. The incumbent performs key role in advancing desktop technical management and often acts as project and task leads over other analysts in information technology in support of microcomputer (device) systems.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
50%	E	Research, develop, test, standardize, plan, document and deploy microcomputer, peripheral and smart devices configuration and management procedures for the district. Test department base universal images, add-on applications, push applications, automated software installations. Develop/recommend the (add-on, push, automated as well as manual installation/configuration) district versions for those delayed and/or not available from the enterprise. Write program/code/scripts to automate software installations and repeated routines. Perform systems administration of desktop management tools (Zenworks Configuration Management (ZCM), Patchlink, McAfee ePolicy Orchestrator (eOP), Verdiem) for desktop remote configuration management, authentication and security management, and asset management. Identify and document configuration and integration of operating systems and various third party software applications, peripherals, and smart devices (Blackberry, IOS, Android). Identify and standardize manual procedures when automation is not available or is the only solution. Research and develop emerging BYOD communication device practices.
25%	E	Coordinate with various headquarter and district counterparts performing or leading the same technical functions. Act as technical representative and subject matter experts for various groups/committees – operating systems (Windows, Imaging), configuration and asset management (Verdiem, ZCM), Desktop Security (ePO, EndPoint) and hardware/software standards. Integrate and communicate the efforts amongst the groups performing various tasks in support of all facets of desktop computing operation. Identify problem areas and/or recommend the best practice solutions. Gather information and provide reports. Assist in setting and making recommendations on desktop standardization.
15%	E	Develop, integrate, test, validate and document the multitude of operational procedures and instructions for use by IT support staff and/or customers (users). Document systems architecture information and create manuals that are updated regularly in both hard and soft copy versions. Provide cross-training to IT support staff and users, and participate in customer meetings to promote customer satisfaction of services given. Maintain asset inventory.

ADA Notice

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10%	E	Perform up to third level desktop/personal computer (PC) support. Assiet tech support staff in diagnosing and resolving more complex computer problems. Perform various tasks including computer rollouts, Imaging, multicasting, installation. Assist in responding and resolving customer assigned helpdesk tickets.
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ESSENTIAL 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; however, will often act as a project or task lead amongst co-workers and other team members.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Employee must have a comprehensive background in all aspects of desktop systems information technology and possess advance working knowledge and experience in support and operations of computer hardware (workstations, laptops, tablets, peripherals and smartphones/devices); Operating Systems (Windows 7/XP, Unix, Mac OS, IOS, Android, Blackberry); Networking Operating Systems (Unix, Novell and Windows, NDS, Active Directory); Local Area Networks; various desktop and server based software applications especially tools for office automation, software packaging, configuration management, security management and asset management including Zen Control Management, Zen Asset Management, Verdier, EndPoint encryption, ePO, AdminStudio. Employee must be able to extensively code/program/script and be familiar with workgroup server administration.

Employee must have working knowledge of State policies and procedures pertaining to information technology including the State Administrative Manual and the department's current policies, procedures, standards and methodologies. The employee needs a working knowledge of the principals and practices of analysis and interpersonal relationships in order to facilitate communication with various technical and nontechnical individuals and use proactive techniques in resolving problems encountered.

Employee must have ability to analyze information and situations, identify and solve problems, reason logically, and draw valid conclusions; develop effective solutions; 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; and be pro-active in learning and recommending emerging standards.

Employee must be able to organize and prioritize; be pro-active and able to multi-task; adapt to changes in priorities; complete tasks or projects within deadlines and work with minimal supervision as well as follow direct instructions; work independently and/or cooperatively for an effective working relationship with others; be a team player; communicate effectively and skillfully deal with the full range of peers and clients (from the novice to the expert) for an effective working relationship and customer service; Must keep accurate and up to date data/records, create and write technical reports and documentation.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The employee must exercise good judgment, analyze problems and take appropriate action. Poor decisions, actions or recommendations could result in significant losses of departmental efficiencies through unnecessary delays, loss of data, loss of resources, equipment damage, and user dissatisfaction affecting department operations and project delivery.

PUBLIC AND INTERNAL CONTACTS

The employee will have contact with computer users at all levels including the district executive management, staff, local IT support unit as well as IT counterparts from headquarters and other districts, local partners, contractors, consultants, and vendors. Contacts could be in person, meetings, phone, VTC, audio or web conference, email, fax, internet, or by regular mail.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical requirements may include moving various large pieces of computer hardware, sitting for long periods of time, bending, stooping, kneeling and repetitive KVM use (keyboard, video and mouse). The position will also require sustained mental activity needed for desktop support troubleshooting and applying problem solving, analysis, and

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reasoning when responding to clients' problems as well as in the constant testing, troubleshooting, developing and performing IT technical systems and procedures.

Incumbent must have ability to maintain cooperative working relationships with peers and clients and to respond appropriately in difficult situations. Must possess the ability to communicate to an individual as well as a large group, to lead others, to act independently or follow directions. Must be able to work cooperatively with others and be able to maintain composure, resolve emotionally charged issues reasonably and diplomatically.

WORK ENVIRONMENT

The Incumbent will normally work in a climate-controlled building office environment under artificial lighting. Work environment includes cubicles areas, labs, office areas, and computer room. Lifting and moving computer equipment (workstations, monitors, printers and other peripherals) is routine. Regular business hours are the normal schedule but sometimes adjustments may be subject to project delivery schedules and operational recovery requirements. Employee's duties may also require travel to remote district offices, Sacramento Headquarters, vendor or contractor locations for meetings or training. Departmental safety precautions and procedures must be followed at worksite and when traveling.

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