

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Staff Information Systems Analyst (Specialist)	D20/Information Technology (IT)/CSD/Marysville IT Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
	900-173-1312-924	

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 Data Processing Manager I (DPM I) daily, employee is assigned as a Staff Information Systems Analyst (Specialist) to provide customer service and network support for District 20 in the Marysville area. Incumbent will keep immediate supervisor apprised of training needs or skill enhancement needed to complete assigned job duties. In addition to this assignment and duties assigned below, the employee may be required to perform other administrative or analytical tasks on an as-needed basis.

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
35%	E	Lead Network Server Administrator: Maintain system security, physical and logical; configure, monitor and maintain the District's virtual server environment; install/configure new hardware and software; apply operating system updates, patches and configuration changes; user account access; resolve system failures/errors; system performance tuning; customer support; maintain an up-to-date inventory of servers and related equipment; introduce/integrate new technologies into existing environment; monitor system logs daily; provide leadership over complex system configurations.
15%	E	Lead Zenworks Administrator: Attend monthly Zenworks and Image meetings. Creates and maintains Zenworks application objects used to push application installations, upgrades and application settings. Organizes and maintains devices in Zenworks folders.
15%	E	Lead Computer Energy Reduction Documentation (CERD) Administrator for the Department of Transportation (Caltrans): Perform statewide power management administration using Verdlem Surveyor product. Maintain and configure CERD server. Install patches and updates on the CERD server. Develop Zen applications to push new CERD clients. Document CERD procedures. Create and monitor CERD administrator accounts. Maintain communications with Caltrans CERD administrators for each District.
10%	E	Primary District Patch Administrator: Attend monthly Patch Management meetings. Test and push critical monthly patches to District using Novell Patchlink and Novell ZCM Patch Management.
10%	E	Primary District e-Policy Orchestrator (ePO) administrator: Attend monthly ePO meetings. Maintain ePO console groups for District 3. Notify desktop support of virus / Trojan infections on devices. Work with Endpoint Encryption software.
5%	E	Novell Print administration. Maintain Novell print servers and print queues for eDirectory printing.
5%	M	Backup District Administrator. Perform data restores.
5%	M	Back up Domain and Active Directory (AD) administration. Provide back up support for Domain and AD administrator; create user accounts; reset passwords; amend user data access; modify group access and membership.

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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.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must be able to work independently. Must have detailed working knowledge of Novell Netware, Zenworks, eDirectory, Windows operating systems, Active Directory, and related software tools and utilities; hardware virtualization; technical documentation and report writing; principles of public administration, organization and management; and have the ability to comprehend future electronic information technology trends. Must be familiar with the provisions in the State Administrative Manual, Caltrans Policies and Procedures, State level policies and procedures related to the acquisition and management of Information Technology, IT Project Management methodologies, as well as other control documents which relate to the IT Branch.

Must be able to work independently with a high level of expertise. Must be able to manage the operation of the hardware and software installed in or used by the District. Employee must have skill in the documentation of these software technologies including flow charts, system narratives, system testing procedures and data guidance and user instructions. Must have the ability to plan, organize and control a variety of IT projects and services. Must have the ability to skillfully deal with the full range of clients, partners, and management, establishing and maintaining effective working relationships; communicating effectively verbally and in writing.

Must be able to analyze data and situations, identify and solve problems, reason logically and draw conclusions; develop effective solutions; apply creative thinking in the design of methods of processing data with electronic computers; monitor and resolve problems with information processing systems hardware, software, and processes. Employee must have a level of analytical ability necessary to implement complex new software technologies. The ability to apply sound judgment in test situations and the ability to analyze factors capable of affecting test results.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The employee is responsible for decisions, actions and consequences related to the operation of the District's complex server configurations. The failure of which could result in the loss of District and North Region communications and/or data, equipment damage, loss of employee productivity and user dissatisfaction. The employee must exercise good judgment, analyze problems and take appropriate action.

PUBLIC AND INTERNAL CONTACTS

Must establish and maintain cooperative working relationships with District and Region staff and outside vendors. Interact directly with District and Region technical staff to keep systems on-line. May also deal with other State, Federal, County and City agencies in coordinating network access and communications.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must maintain strong working relationships with District, Region, Headquarters management, staff and outside vendors. Interact directly with Headquarters and Region technical staff to keep systems on-line. May be assigned to committees as District expert. The employee will have frequent personal contact with district users and management, HQ IT, other District IT Managers, other governmental agencies, and private IT vendors. Must be able to maintain composure.

WORK ENVIRONMENT

In this position the incumbent will perform work indoors in a climate-controlled environment under artificial lighting. Incumbent may be required to work in a computer room, which maintains a constant temperature of 65 degrees for extended periods of time. The employee may encounter dust in network closets or under computer room raised floors. Occasional travel to remote sites will be necessary. A State vehicle may be available. If travel will be performed in a state vehicle, a valid California class C driver's license is required.

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.)

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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)

FARRELL SAVAGE-LOW

SUPERVISOR (Signature)

DATE