

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Enterprise Information Services		POSITION NUMBER (Agency-Unit-Class-Serial) 065-501-1401-007			
DIVISION / UNIT Administrative Solutions		CLASSIFICATION TITLE Information Technology Associate			
		WORKING TITLE Associate Business Systems Analyst			
		TIME BASE / TENURE Full-Time/Permanent	CBID R01	WWG 2	COI Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
LOCATION Birkmont Drive, Rancho Cordova		INCUMBENT		EFFECTIVE DATE 11/16/2023	

CDCR'S MISSION and VISION

Vision

We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.

Mission

To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.

COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.

DIVISION OVERVIEW

Enterprise Information Services (EIS) is the catalyst that drives transformation. We enhance safety, enable rehabilitation, and drive operation efficiency. EIS provides a full range of information technology (IT) services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation and support.

GENERAL STATEMENT

Under general supervision the Information Technology Supervisor II, the Information Technology Associate (ITA) is responsible for assisting with service disruptions and resolutions, new systems/services and system/service enhancements, business analysis, training, and administrative functions. These functions will be achieved by analyzing, developing, implementing, maintaining, and evaluating the functionality of software solutions supported by Administrative Solutions (AS). The ITA acts as the specialist and primary contact for the prompt resolution of system related issues and enhancements. The incumbent is also responsible for understanding technical elements of schema, database tables, custom tables, master data, Development Implementation Guide (IMG), technical objects, table maintenance, view maintenance, security and task review. The incumbent is required to analyze implement, maintain and evaluate computer software; which includes, but not limited to, operating systems, control systems and database management software. The incumbent is utilized as a technical advisor in solving system problems and ensuring effective operations of complex hardware and software configurations.

INFORMATION TECHNOLOGY DOMAINS – PLACE AN “X” ON ALL APPLICABLE DOMAINS

X	Business Technology Management	X	Client Services		Information Security Engineering
	Information Technology Project Management	X	Software Engineering		System Engineering

% of time performing duties | Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.

35%	<p>Software Engineering</p> <ul style="list-style-type: none"> • Configure and perform functional analysis of proposals of complex nature. • Perform evaluation and recommend approval/rejection of new system functionality. • Analyze, design, evaluate and create Production Change Requests for new enhancements. • Deploy software throughout the development life cycle.
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35%	<ul style="list-style-type: none"> • Test break-fixes and enhancements using scripts and automated testing tools to ensure integrity of the system to meet defined functional and non-functional requirements. • Troubleshoot functional system issues to identify causes of system errors and abnormalities. • Perform data import and export activities. • Determine impact of upgrades and change system requests and services. • Act as liaison with consultants for new system/services enhancement and development. <p>Client Services</p> <ul style="list-style-type: none"> • Resolve the standard functional questions and problems without referral; specifically, the questions about SCM and FI modules with primary focus on Personnel Administration. • Provide assistance in business functions and processes utilizing knowledge of the Department’s policies and procedures. • System troubleshooting. • Conduct root cause analysis to implement or recommend implementation of solutions to customer reported or production problems. • Configure and/or modify software programs at the request of business process owners. • Ensure software and interfaces comply with business needs and requirements. • Keep open and consistent communication with end users and business process owners.
30%	<p>Business Technology Management</p> <ul style="list-style-type: none"> • Create and maintain functional specifications to ensure new and enhancement functionality is documented. • Perform project management, report tasks, risk, and implementation plans. • Notify appropriate parties of any actual or suspected compromise of personal, sensitive, and confidential information. • Analyze data and evaluate results to choose the best solution to solve problems. • Keep current with IT trends and products, CDCR Client/Server applications, network configurations, procedures and roles and State directives.

SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, nonemployees and employees shall be made aware of this.

CONSEQUENCE OF ERROR

The consequence of error at the Associate level may result in loss of data, user dissatisfaction, and impact within the immediate organization, office, project, or work unit, and related support units.

To be reviewed and signed by the supervisor and employee:

EMPLOYEE’S STATEMENT:

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE’S NAME (Print)	EMPLOYEE’S SIGNATURE	DATE
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SUPERVISOR’S STATEMENT:

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR’S NAME (Print)	SUPERVISOR’S SIGNATURE	DATE
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