

**DUTY STATEMENT**

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 042-039-1401-001				
UNIT NAME AND CITY LOCATED Information Technology Services Division, Application Innovation Services Business Applications – Elk Grove		CLASSIFICATION TITLE Information Technology Associate				
		WORKING TITLE Associate Business Analyst				
		COI Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	WORK WEEK GROUP 2	CBID R01	TENURE P	TIME BASE FT
SCHEDULE (WORKING DAYS AND WORKING HOURS) a.m. to p.m. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO 8260 Longleaf Dr. - Headquarters				
INCUMBENT (if known)		EFFECTIVE DATE				
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND INGENUITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY, AND WITH RESPECT ARE CRITICAL TO THE SUCCESS OF THE DEPARTMENT'S MISSION.						
<b>PRIMARY DOMAIN:</b>		Software Engineering				
Under the general supervision of the Information Technology (IT) Supervisor II, the IT Associate, serves as the Associate Business Analyst, performing a broad variety of generally routine technical tasks in support of various applications and systems used by California Correctional Health Care Services (CCHCS) staff and institutions. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior and work cooperatively with others. Travel to institutions and after hours support of CCHCS software applications and systems may be required due to operational need.						
% 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. (Use addition sheet if necessary)					
<b>ESSENTIAL FUNCTIONS</b>						
<b>35%</b>	Gathers, reviews, and documents system requirements and specifications to ensure alignment with functional and non-functional requirements. Assists Application Developers to design, build, stabilize and deploy web based software solutions for CCHCS program users using CCHCS' core technologies. Analyzes existing CCHCS software solutions to identify areas of improvements, providing options and technical recommendations. Develops proposed strategies to optimize CCHCS software solutions. Test, implement, and document new enhancements per CCHCS standards. Coordinates with vendors, CCHCS program users, IT staff and follow CCHCS Change Management process to deploy the web based software solutions and/or enhancements. Provides monitoring and support prior, during and after release. Creates and document IT processes to ensure CCHCS staff follows consistent processes.					
<b>30%</b>	Assists a team of staff and consultants, from CCHCS, through a software development life cycle to effectively deliver web based software solutions needed by CCHCS' program users. Participates in the analysis of project concepts or service requests to understand the CCHCS program needs and identify potential alternatives. Works with CCHCS program areas to develop business requirements and translate them to IT solution requirements. Works within the team to plan the scope, resource, budget, schedule, project plan and presents the recommendation to CCHCS management for approval. Reviews new and existing CCHCS system requirements for accuracy and to determine their impact.					

<p><b>30%</b></p>	<p>Provides operational and technical support to CCHCS' programs which utilize in-house developed and custom off the shelf software solutions. Provides support by resolving problems or incidents of a routine nature which negatively impact production environments. Supports CCHCS program users experiencing problems of a routine nature and works with other Application Innovation Services staff through to resolution. Conducts root-cause analysis of reported production incidents in order to implement or recommend implementation of solutions to CCHCS program users. Implements modification requests and resolves related problems. Monitors mission critical CCHCS programs to ensure integrity and tune system to meet performance requirements.</p>
<p><b>5%</b></p>	<p>Advise management of problem areas or areas in need of improvement or modification. Performs other related duties as required.</p>
<p><b>KNOWLEDGE AND ABILITIES</b></p> <p><i>Knowledge of:</i> Information technology concepts, practices, and principles to provide a foundation for technology related work.</p> <p>Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices.</p> <p><i>Ability to:</i> Perform research and data gathering; analyze information and evaluate results to choose the best solution and solve problems; communicate effectively verbally and in writing as appropriate for the needs of the audience; utilize reporting tools to develop and analyze statistical reports; interpret and explain technical information to non-technical individuals; interpret customer requests to meet service needs and resolve problems; provide customer service; work cooperatively with staff at all levels; proficiently use computers and productivity software; and understand and align technology proposals with business needs.</p> <p>Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <p><i>Knowledge of:</i> Windows, Office Suite, principles to support commercial off the shelf solutions, Documentum suite, ServiceNow, Office 365 including Dynamics CRM, SharePoint Online, Power BI, Power Apps, Power Automate, Flow, Stream, and Teams, FileNet, Apache Tomcat, SAP suite of enterprise business management software, Learning Management Systems, Active Directory, scripting and various IT related tools; Information Technology Service Management (ITSM), Information Technology Infrastructure Library (ITIL) and System Development Life Cycle (SDLC) including Scrum/Agile; connectivity issues and concepts of seamless interoperability and application integration; general programming logic and applications development procedures, including general security concerns and common procedures for data backup and recovery.</p> <p><i>Ability to:</i> Develop IT solutions for business in collaboration with various stakeholders. Implement information technology systems using Microsoft ASP.NET, MS IIS, MS SQL Server, SQL Programming, Web Services, MS Visual Studio, MS SharePoint; effectively use software development tools; reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions; apply creative thinking in development of IT solutions; establish and maintain cooperative working relationships with those contacted in the course of the work; communicate effectively; prepare effective reports; use Team Foundation Server (TFS), SharePoint,</p>	

	<p>MS office suite.</p> <p><i>Experience in:</i> Information technology solution development, principles of public administration, organization and management; Working with vendors in implementing and supporting solutions; principles of personnel management; Learning Management Systems, Solution Development</p> <p><i>Interpersonal skills:</i> Communicates in a professional and effective manner with co-workers, vendors, customers, and management utilizing tact and interpersonal skills to establish and maintain effective working relationships in all situations on an on-going basis.</p> <p><b>SPECIAL PHYSICAL CHARACTERISTICS</b></p> <p>Persons appointed to this position may be reasonably expected to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time.</p> <p><b>SPECIAL PERSONAL CHARACTERISTICS</b></p> <p>Pursuant to California Code of Regulations, Title 2 Section 172, all employees shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid State driver's license, a good driving record, and is expected to drive the car safely.</p>	
<p><b>SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</b></p>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
<p><b>EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</b></p>		
<p><b>The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.</b></p>		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE