

DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
JUSTICE DATA AND INVESTIGATIVE SERVICES BUREAU
INVESTIGATIVE SERVICES BRANCH
VIOLENT CRIME INFORMATION CENTER
INVESTIGATIVE SERVICES AND SYSTEMS SUPPORT PROGRAM
CALIFORNIA SEX AND ARSON REGISTRY SUPPORT SECTION
CALIFORNIA SEX AND ARSON REGISTRY SUPPORT UNIT

JOB TITLE: Staff Services Analyst (SSA)

POSITION NUMBER: 420-798-5157-017

INCUMBENT: Vacant

STATEMENT OF DUTIES: Under the general direction of the Staff Services Manager (SSM) I, the SSA, acting independently and as part of a team, provides technical assistance and support for the California Sex and Arson Registry (CSAR) Support Section. The SSA provides stakeholders technical assistance by resolving CSAR application problems of a moderate nature, evaluates and analyzes a wide range of operational areas/issues critical to the design, development, testing, and on-going support of the CSAR, and trains CSAR end-users as needed via telephone or email correspondence. The SSA participates in a variety of on-going meetings involving other project team members, and communicates and coordinates with the manager/supervisor of the CSAR team to keep management informed of any CSAR related issues. Occasional travel within California may be required.

SUPERVISION RECEIVED: Reports directly to the SSM I.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to sit at a computer terminal for extended periods of time. May be required to lift, carry, or move up to 20 pounds.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office, or similar environment in California. At the office, an enclosed windowed office with a smoke-free environment. May be required to sit at a computer terminal while performing research and other duties up to eight hours a day. Travel to designated offices may be required.

ESSENTIAL FUNCTIONS:

45% Acts as a primary point-of-contact for CSAR technical assistance to Law Enforcement Agencies (LEA) and program end users for issues affecting sex and arson registration records. Assists in providing first level support to CSAR users by resolving problems of moderate technical nature via the CSAR Help Desk. Answers correspondence, inquiries and requests from stakeholders for CSAR assistance. Identifies and troubleshoots CSAR

Duty Statement
SSA – JDISB ISB VCIC IS&SSP CSARSS CSARU

- end-user issues, and reports the complex technical issues to the Associate Governmental Program Analyst (AGPA) for review. Provides consultation to LEAs to ensure accurate information is collected and entered into the CSAR. Performs quality control review of work to determine if it meets Departmental standards for accuracy.
- 20% Ensures system and data integrity for all CSAR records in accordance with policies, practices, and procedures. Contacts registering agencies to obtain necessary documentation and coordinates with other units within the Department to ensure record data integrity is maintained. Performs error resolution for CSAR records including analyzing records and processing documents.
- 10% Conducts User Acceptance Testing (UAT) of the CSAR application. Logs and tracks the status of defects using the defects tracking system; updates the tracking system when applicable; assigns more complex defects to AGPA team member for testing; and meets with the Team and Hawkins Data Center staff to coordinate testing and discuss issues related to UAT and the CSAR.
- 10% Attends Joint Application Development (JAD) sessions and other Abraintstorming@ discussions as required with Project Team members, vendors, and various stakeholder groups. The JAD sessions will further refine the business requirements for the CSAR. The Abraintstorming@ sessions will deal with other issues related to the project, such as: developing data cleansing methods/processes; identifying other databases that can interface with the CSAR; assisting with developing various stakeholder statistical reports; and working with local LEAs to identify information that would make the renovated CSAR more useful. Occasional travel within California to participate in training assistance to LEA and Program end users for issues affecting sex and arson registration records.
- 10% Meets with team members on a daily basis to discuss and clarify work assignments, review completed work products and, if necessary, make revisions. Advises the SSM I in addition to upper management on work performance issues. Participates in the monitoring of project plans, tracks completion of assigned tasks and due dates. Identifies possible implementation delays and coordinates resolution with the Project Manager. Create, organizes and maintains project documentation, e.g., Business Requirements, test plans, meeting minutes, etc., for historical and audit purposes.
- 5% Reviews and analyzes proposed/enacted legislation and advises management on the impact or potential impact to the CSAR.

Duty Statement
SSA – JDISB ISB VCIC IS&SSP CSARSS CSARU

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee Name

Date

Supervisor Name

Date