CURRENT

DUTY STATEMENT

DATE REVISED
12/15/2017

RPA #
17007884

POSITION NUMBER (Agency - Unit - Class - Serial)
065-625-1312-022

CLASS TITLE
Staff Information Systems Analyst (Specialist)

UNIT
Strategic Offender Management System (SOMS)
Business Management Analysis & Project Mgmt.

WORKING TITLE

LOCATION (GEOGRAPHIC/REPORTING LOCATION)
Birkmont Drive, Rancho Cordova

EMPLOYEE INFORMATION

EMPLOYEE NAME
VACANT

DATE APPOINTED

WORK SCHEDULE
Monday through Friday

WORK HOURS
TBD

TENURE
PERMANENT

TIMEBASE
FULLTIME

CBID
R01

PROBATION
☐ 6 Months ☐ 12 Months ☐ N/A

CONFLICT OF INTEREST CLASSIFICATION: ☐ Yes ☐ No

This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete FORM 700 within 30 days of appointment. Failure to comply may void this appointment.

DEPARTMENT OVERVIEW

Enterprise Information Services (EIS) provides a full range of information technology services for the Department that include a 24/7 Service Desk to assist with IT issues and requests, IT procurement assistance, business application development and support, desktop computing, Internet access, SharePoint team sites, Email, real-time meetings, audio and video conferencing and collaboration, institution and headquarters phone and radio support, mobile devices, information security, and much more. Refer to the Service Catalog for more information on what we do for CDCR and the IT Strategic Plan for our roadmap for the future.

OUR MISSION

Provide customer access to enterprise IT services and information essential to support the Agency’s Mission

OUR VISION

EIS is recognized as a strategic business partner and valued for its proactive leadership, responsive technical expertise and quality services to the Agency

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

Incumbent expected to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave and, conduct.

SUPERVISION RECEIVED:

Under the general supervision of the Data Processing Manager III.

Date Revised: 10/16/2017
Page 1 of 3
SUPERVISION EXERCISED:

N/A

GENERAL STATEMENT

Under the general supervision of the Data Processing Manager II within SOMS Business and Project Management, the incumbent is responsible for a variety of project and training tasks in connection with the analysis, development, implementation, and support of Information Technology (IT) systems, and conducts studies of a complex nature or broad scope for the California Department of Corrections and Rehabilitation’s (CDCR) SOMS system.

At this level, the incumbent operates within a largely unsupervised environment but with a clear accountability framework, and possesses the general and technical competencies to work independently, initiate communication, resolve issues, and complete project tasks and deliverables.

DESCRIPTION OF DUTIES

<table>
<thead>
<tr>
<th>% of time performing duties</th>
<th>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 not to exceed 35%.</th>
</tr>
</thead>
<tbody>
<tr>
<td>35%</td>
<td>• Review and/or develop Change Requests for the SOMS Change Control Board.</td>
</tr>
<tr>
<td></td>
<td>• Act as a resource to management and staff on SOMS functionality and business processes</td>
</tr>
<tr>
<td></td>
<td>• Work with Subject Matter Experts (SMEs) to document business processes</td>
</tr>
<tr>
<td></td>
<td>• Facilitate requirements sessions to gather business requirements</td>
</tr>
<tr>
<td></td>
<td>• Participate in the development and/or review of project documentation</td>
</tr>
<tr>
<td></td>
<td>• Assist technical staff in development and/or review of design and technical documentation</td>
</tr>
<tr>
<td></td>
<td>• Develop workflow diagrams and other documents to describe the current and future business processes</td>
</tr>
<tr>
<td></td>
<td>• Perform surveys and other feedback mechanisms to gather information for continued improvement of business processes</td>
</tr>
<tr>
<td></td>
<td>• Communicate with Customers, SMEs and other stakeholders</td>
</tr>
<tr>
<td></td>
<td>• Conduct analytical studies as needed by SOMS Management.</td>
</tr>
<tr>
<td></td>
<td>• Determine impacts to training of upgrades and change system requests and services.</td>
</tr>
<tr>
<td></td>
<td>• Prepare SOMS project deliverables, and verify business processes, business rules, data requirements related to adult offender programs</td>
</tr>
<tr>
<td>35%</td>
<td>• Support SMEs to ensure training materials, tools and online help contain up-to-date information in conjunction with implementation of new or enhanced functionality</td>
</tr>
<tr>
<td></td>
<td>• Develop training plans and maintain training schedules</td>
</tr>
<tr>
<td></td>
<td>• Participate in SOMS training curriculum development activities including development of instructor lead training materials, web based training and video on demand training</td>
</tr>
<tr>
<td></td>
<td>• Participate in the development, implementation and maintenance of training methodologies and standards</td>
</tr>
<tr>
<td></td>
<td>• Reviews and tests training materials, tools and documentation</td>
</tr>
<tr>
<td></td>
<td>• Support SME training sessions of SOMS functionality</td>
</tr>
<tr>
<td></td>
<td>• Conduct seminars, conferences and presentations</td>
</tr>
<tr>
<td>30%</td>
<td>• Administers requirements management tools, training tools and other technology supporting SOMS</td>
</tr>
<tr>
<td></td>
<td>• Participates in development of division-wide training methodologies and standards</td>
</tr>
<tr>
<td></td>
<td>• Participates in project or team staff meetings and provides status reports</td>
</tr>
</tbody>
</table>
### KNOWLEDGE AND ABILITIES

In this full journey level position, the incumbent is required to have a solid understanding and experience with generally accepted IT concepts, practices, methods and principles, including the Software Development Life Cycle (SDLC). The incumbent provides business analysis and training support for SOMS. This position demonstrates skill in maintaining documentation, procedures and plans. The incumbent independently plans project activities, prioritizes work, resolves issues, performs project tasks, and estimates work effort.

### GUIDELINES

The incumbent uses initiative and resourcefulness in the performance of his/her duties while adhering to state guidelines. The incumbent provides support in the development, implementation and maintenance of SOMS and is responsible for following established procedures, policies, and reference training materials for the services provided. These include, but are not limited to State Administrative Manual, Department Operations Manual, and various instructional and user manuals for the software and tools supported by CDCR. The incumbent completes assignments in an effective, accurate, and timely manner.

### SCOPE AND EFFECT

The incumbent performs work where the results affect substantial numbers of people and is accountable for work completed and decisions made. The incumbent must demonstrate competence in business analysis and training methodologies, and demonstrate technical or team leadership with a high degree of versatility. The incumbent performs business analysis activities related projects to add new system functionality and scopes training needs submitted by business and technical stakeholders. The incumbent will support the training program for the SOMS program including training materials, training delivery, and training methodology. Training may consist of instructor-led training, online training, and video on demand.

### COMPLEXITY

The incumbent is expected to understand the CDCR’s business and priorities, and to take into account the larger business perspective in proposing and designing IT solutions, analyzing information and situations, identifying and solving problems, reasoning logically, and developing effective solutions. The day-to-day working knowledge of statewide administration of correctional programs will be instrumental in the success of SOMS.

The incumbent will ensure that SOMS incorporates departmental policies, rules and regulations related to the custody and rehabilitation of offenders during the development of this major statewide program, and will monitor program effectiveness as SOMS training and implementation progresses.

### PERSONAL CONTACT

The incumbent communicates effectively, orally and in written form, with managers, peers, customers, consultants and vendors; while possessing the ability to provide factual information, and consider and value differing viewpoints, goals, or objectives.

### SPECIAL REQUIREMENTS

**ALL CDCR EMPLOYEES ARE REQUIRED TO SUBMIT TO AN ANNUAL TUBERCULOSIS TEST.**

### SUPERVISOR’S STATEMENT

**I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

<table>
<thead>
<tr>
<th>SUPERVISOR’S NAME (Print)</th>
<th>SUPERVISOR’S SIGNATURE</th>
<th>DATE</th>
</tr>
</thead>
</table>

### EMPLOYEE’S STATEMENT

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

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.

<table>
<thead>
<tr>
<th>EMPLOYEE’S NAME (Print)</th>
<th>EMPLOYEE’S NAME (Print)</th>
<th>EMPLOYEE’S NAME (Print)</th>
</tr>
</thead>
</table>

Date Revised: 10/16/2017
Page 3 of 3