

EDITED TASK LISTING

CLASS: STAFF INFORMATION SYSTEMS ANALYST (SUPERVISOR)

NOTE: Each position within this classification may perform some or all of these tasks.

Task #	Task
1.	Interpret and apply project initiation methods utilizing available resources (e.g., staff, knowledge, State Administration Manual [SAM], Statewide Information Management Manual [SIMM], Project Management Institute [PMI], etc.) to ensure compliance with the departmental and state project initiation processes when beginning a new project.
2.	Develop Feasibility Study Reports (FSR), Special Project Reports (SPR), and Post Implementation Evaluation Reports (PIER) as a project leader, utilizing state policies and guidelines to secure approval from control entities, as needed.
3.	Act as lead person, when assigned, over technical personnel in the performance of Information Technology (IT) tasks using technical expertise and communication skills to achieve organizational objectives.
4.	Act as project lead to team members on complex IT studies or systems using proven methods and practices as needed to produce quality products for the customer.
5.	Act as IT liaison between headquarters and field (e.g., institutions, parole offices, etc.) as directed by operational procedures, to coordinate IT activities utilizing various tools (e.g., interpersonal skills, knowledge, etc.).
6.	Analyze IT related problems and develop solutions, using discretionary decision authority, for customer-reported production problems utilizing various tools (e.g., systems management tools, critical thinking, problem solving techniques, etc.) on a continuous basis.
7.	Analyze legislation to produce an IT impact analysis report utilizing various resources (e.g., subject knowledge, research, customer expertise, etc.) in accordance with departmental standards, policies, and established guidelines, as needed.
8.	Analyze change requests for existing systems, as directed by management, to determine feasibility and provide work/time estimates using available resources (e.g., knowledge, skills, system documentation, etc.).
9.	Develop project plans and schedules per the project manager's direction, using project management tools (e.g., Microsoft project, desktop productivity tools, spreadsheets, etc.) to plan for complex project efforts.
10.	Perform supervisory responsibilities with regard to department-wide mandates concerning Equal Employment Opportunity (EEO), American Disabilities Act (ADA), labor relations issues, and other practices using various resources (e.g. EEO guidelines, ADA guidelines, labor relations office, collective bargaining agreements, etc.) to ensure compliance with regulatory agencies and established guidelines/policies on an on-going basis.

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11.	Communicate in a professional and effective manner with co-workers, vendors, customers, management, etc. utilizing tact and interpersonal skills to establish and maintain effective working relationships in all situations on a continuous basis.
12.	Communicate with customers utilizing various resources (e.g., knowledge, skills, manuals, etc.) to identify business and technical requirements and priorities using the customers' business knowledge on a continuous basis.
13.	Conduct independent review of project deliverables to ensure consistency with project management best practices, using various resources (e.g., Project Management Institute [PMI], Institute of Electrical Electronic Engineers [IEEE], etc.), as needed.
14.	Conduct and facilitate IT informational sessions as required, using presentation skills and aids to educate and disseminate information.
15.	Contact users during the project initiation phase to discuss business or system requirements utilizing various communication tools (e.g., automated systems, survey, mail, phone, etc.) in order to produce an impact analysis report or feasibility study, as required.
16.	Monitor network activity using applicable network or system monitoring tools (e.g., HP Open View, Cisco, network meters, etc.) to ensure continuous connectivity for customers on a daily basis.
17.	Coordinate contractor activities and completion of deliverables, as well as administer IT consultant contracts, using various resources (e.g., project schedule, project team, etc.) to ensure contract compliance, as needed.
18.	Coordinate with project teams, as assigned, utilizing IT guidelines (e.g., project management methodology, SAM, etc.), to ensure that project objectives are compatible with business and IT strategic and tactical planning efforts, as needed.
19.	Adhere to information security policies and maintain IT systems security on a daily basis, including user awareness and accountability training, utilizing various resources (e.g., organizational practices, best practices, SAM, ISO, DOM, etc.), to ensure compliance with operational procedures.
20.	Coordinate annual IT security audit and recommends changes in operating procedures, utilizing various resources (e.g., organizational practices, best practices, SAM, ISO, DOM, etc.), to ensure compliance with security requirements, as needed.
21.	Deliver effective oral presentations to management, customers, and technical staff to provide information utilizing various resources (e.g., desktop productivity tools, equipment, visual aids, knowledge, skills, etc.) as appropriate.
22.	Demonstrate leadership by identifying issues and business opportunities utilizing project and configuration management processes to improve operational efficiency on an on-going basis.

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23.	Develop and coordinate project management deliverables, as needed, in compliance with project life cycle standards and procedures using various resources (e.g., desktop productivity tools, SAM, PMI, IEEE, etc.) to ensure successful project implementation.
24.	Develop, maintain, and train staff, utilizing PMI and IEEE standards, on project management best practices and configuration management processes to ensure successful projects, as needed.
25.	Develop and verify new or revised material (e.g., operational procedures, training manuals, instructor notes, user guides, online help, job aids, etc.) using various resources (e.g. desktop productivity tools, visual aides, etc.) to deliver quality information to the customer, as needed.
26.	Develop, test, implement, and maintain operational and disaster recovery plans to ensure recovery of the organization's IT assets in the event of a failure, utilizing requirements and procedures as defined in the SAM, Department of Finance guidelines, and SIMM, as required.
27.	Develop or modify organizational information standards and procedures, as needed, using current industry standards to support changes driven by IT trends.
28.	Develop statewide policies and procedures specific to IT to provide information, knowledge, etc., utilizing appropriate resources (e.g. Internet, Gartner Group, existing policies, collaboration with other entities, other private or public entities, etc.), under the direction of departmental management and/or control agencies.
29.	Develop and provide IT and personal computer training for users, as needed, utilizing staff and private vendors, Computer Based Training (CBT) software, hands on training, etc., to ensure efficient use of IT assets.
30.	Educate employees on the proper application of the established Equal Employment Opportunity (EEO) guidelines defined in State and departmental policies using presentations, training sessions, handouts, sexual awareness training, etc. in order to maintain a work environment free of discrimination and harassment as required.
31.	Educate staff on strategic and tactical plans and planning methodologies utilized, using various resources (e.g. Department's Intranet site, publications, etc.) to better understand the organization's current and future business and priorities, on an ongoing basis.
32.	Effectively manage staff resources, including delegation and monitoring of workload and individual assignments to ensure completed staff work, using various resources (e.g. work plans, spreadsheets, baseline resource leveling, Remedy, etc.) as needed.

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33.	Ensure that the organizational strategic and tactical plans meet all control agency requirements and are compatible with the State's strategic direction to standardize IT practices utilizing the State CIO Web site, in accordance with the State Chief Information Officer (CIO) IT strategic plan, as needed.
34.	Review all IT systems are designed, developed, and implemented in compliance with state/department enterprise architecture, State laws, orders, regulations and guidelines, using (e.g., SAM, DOM, management memorandums and budget letters, etc.) to ensure conformance with best business practices on a continuous basis.
35.	Ensure that all procedures are in compliance with the DOM to maintain consistency, and conformity with organizational regulations, established guidelines, laws and rules, etc., using DOM, laws, rules, and regulations as needed or requested by management.
36.	Counsel employees when disciplinary problems occur utilizing the steps of the progressive discipline (e.g. counseling memos, Letter of Instruction, Letter of Reprimand, etc.) to improve employee behavior and performance.
37.	Participate in the management of the unit or project budget by monitoring, tracking, and prioritizing expenditures to ensure fiscal responsibility, in accordance with fiscal policy, using DOM, Department of Finance, and SAM, as needed.
38.	Implement security measures to protect IT assets and to ensure the security of both automated systems and data, using established procedures and authorization documents, DOM, and SAM, as mandated.
39.	Facilitate the recruitment and hiring process by conducting interviews, evaluating and selecting candidates to fill identified vacant position(s) using State Personnel Board (SPB), DPA, and CDCR rules, regulations, and hiring policies, as required.
40.	Install and configure complex software and/or hardware components using various resources (e.g., operating systems, application software, desktop productivity tools, etc.) as needed, on new or existing personal computers, hand-held devices, or servers to create an efficient work environment for customers, utilizing approved standards.
41.	Interpret and apply methods, practices, and products of the Systems Development Life Cycle (SDLC) to ensure compliance with established guidelines using various resources (e.g. industry best practices for complex IT projects, etc.) as needed.
42.	Lead participants in planning, design, development, testing, and migration activities for new systems or enhancements to existing systems to contribute to overall project success using various resources (e.g., industry best practices, IEEE, etc.) for the duration of the project.

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43.	Lead participants in the development and review of project funding documents (e.g., Budget Concept Statements [BCSs], Budget Change Proposals [BCPs], Finance Letters, Deficiency Letters, etc.) to meet agency and departmental budgetary requirements, using established guidelines, DOM, Department of Finance, etc., as required.
44.	Lead participants in the development of procedures and standards using appropriate reference materials and resources (e.g., Information Technology Infrastructure Library [ITIL], IEEE, etc.), as needed, to support changes in the IT environment.
45.	Manage multiple priorities to produce quality products and/or services for customers by utilizing effective time management skills, project, change, and configuration management processes, SDLC, etc., as needed.
46.	Mentor and assist project managers/teams on the department's project life cycle and project management best practices utilizing various resources (e.g., PMI and IEEE standards, etc.) as needed.
47.	Oversee and/or prepare procurement documents (e.g. statement of work, vendor quotes, etc.) using desktop productivity tools, organizational policies, etc. to ensure technical specifications meet or exceed technical requirements and organizational standards, as needed.
48.	Oversee, coordinate, and administer complex IT contracts to protect the state's IT interests, and to ensure compliance with state policies and procedures using SAM and DGS guidelines on a continuous basis.
49.	Coordinate, administer, and conduct complex IT procurements and develop contract documents pursuant to project authority, utilizing state procurement policies and procedures, SAM and DGS guidelines, as needed.
50.	Routinely review, develop, and test operational recovery plans as defined in the SAM, using desktop productivity and system tools, to ensure business continuity of IT assets and to prevent operational loss on a daily basis.
51.	Oversee the disposal of IT equipment, including the preparation of survey documents, to ensure environmental, technical and security requirements are met using various resources (e.g. SAM, control agencies requirements, operational procedures, etc.) as needed.
52.	Participate as a team member on complex IT projects, crossing organizational boundaries when necessary, utilizing various resources (e.g., project life cycle principles, knowledge, skills, etc.) for the duration of the project to meet organizational objectives.
53.	Participate in training programs using various tools (e.g., training classes, manuals, technical labs, etc.), to strengthen analytical and technical skills, enhance knowledge of IT systems, improve IT performance, and provide benefits to customers as required.

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54.	Perform various project planning activities (e.g., analyzing business processes and policies, providing guidance to departmental staff, developing work plans, etc.) as needed and directed by management, using spreadsheets, Business Process Improvement (BPI), Business Process Review (BPR), etc. to organize, plan, coordinate, and deploy successful systems.
55.	Perform tests on changes to the IT environment using appropriate testing methods, processes, and procedures (e.g. test cases, test plans, test scenarios, test tools, configuration management, etc.), to ensure successful implementation of changes and minimize risk and disruption to customers and business operation, as needed.
56.	Review customer-reported application and system problems to identify trends and patterns and apply preventive measures (e.g., onsite training, application modifications, hardware replacement, software upgrades, etc.) utilizing various resources (e.g., knowledge, skills, available documentation, etc.) to improve customer service on a daily basis.
57.	Prepare effective written products (e.g. reports, presentations, manuals, training guides, system documentation, etc.) for management, customers, and technical staff to provide information and documentation utilizing various resources (e.g., software tools, knowledge, skills, etc.) as appropriate.
58.	Provide direction to staff in completing operational work assignments using guidelines established by various resources (e.g., SAM, SDLC, DOM, technical documents, etc.) to ensure business continuity and availability of systems, on an on-going basis.
59.	Evaluate and provide feedback to employees on a regular basis to ensure performance objectives/standards are met through the use of Individual Development Plan (IDP) and Report of Performance (ROP) as required by SPB.
60.	Provide technical expertise in solving complex IT problems utilizing various resources (e.g. skills, knowledge database, expertise, past experience, etc.) to solve business and technical problems when requested.
61.	Provide project status reports (e.g., Independent Project Oversight Review [IPOR], Project Management Report [PMR], etc.) to project sponsor, management and control entities (e.g., steering committees, Information Technology Executive Council [ITEC], Project Management Office [PMO], etc.) on IT related issues and/or projects using an appropriate reporting medium (e.g., verbal, written, automated, etc.) on a monthly basis or as requested.
62.	Provide workload and resource information to management using resources such as written or verbal reports to substantiate and validate resource needs in order to meet organizational objectives as requested.

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63.	Recommend operational improvements for incident control or problem management processes based on analysis of current processes and service level agreements using Remedy, change management, configuration management, change control board, etc. on an on-going basis to maintain operational efficiency.
64.	Retain qualified staff using various techniques (e.g., providing challenging assignments, training, promotional opportunities, special projects, training and development assignments, etc.) on an ongoing basis in order to increase and/or maintain IT expertise.
65.	Review plans, designs, and system specifications developed by other project teams, utilizing available resources (e.g., documentation, knowledge, skills, etc.) to gain technical expertise and to identify necessary interfaces with assigned project as required.
66.	Review vendor plans, designs, and deliverables using project plans, business requirements, system documentation, and design specifications to ensure that the contract developed meets business and technical objectives on a continuous basis.
67.	Serve as departmental liaison with the State CIO Office, Department of Finance, Department of General Services, and other control agencies using various resources (e.g. interpersonal skills, communication, analysis, decision making, etc.) to ensure specific responsibility (e.g., budgetary, procurement, contract, IT, etc.) requirements are met as required.
68.	Serve as the advanced technical specialist performing complex analytical studies and activities using various resources (e.g. concept papers, feasibility studies, impact analysis reports, systems documentation, technical manuals, etc.) to complete complex IT systems and projects as required.
69.	Maintain current knowledge of industry concepts and methodologies regarding IT planning processes and techniques using various resources (e.g. Internet, Gartner Group, etc.) to ensure best practices are employed as needed.
70.	Supervise staff performing a wide variety of analytical and technical activities using various resources (e.g. job knowledge, technical skills, supervisory hand book, job shadow, customer survey, etc.) to support complex IT systems on an on-going basis.
71.	Track, maintain, and report an accurate inventory of hardware and software (e.g., personal computers, printers, network components, operating systems, software licenses, etc.) to account for IT assets using various resources (e.g., departmental guidelines, spreadsheets, Remedy, etc.) on a continuous basis.
72.	Train customers to effectively utilize new and/or modified IT systems using training documents, tools, and techniques as needed.

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73.	Train staff to improve their skills and knowledge utilizing various methods, (e.g., classroom, on the job, mentoring, etc.) as required for the performance of their job.
74.	Develop technical documentation, as needed, for team members and/or managers for review and approval in accordance with documentation standards using various desktop productivity tools (e.g., collaboration techniques, SharePoint, Visio, etc.) to maintain systems.
75.	Utilize initiative and resourcefulness to expand beyond traditional methods by researching emerging technologies to develop new criteria and/or to recommend new policies, system enhancements, or configuration changes using reference manuals, Internet, technical Web sites, trade publications, conferences, etc. to meet future needs, as needed.
76.	Develop and maintain policies and procedures for all aspects of IT procurements and contracts using various resources (e.g., research, subject matter experts and vendor consultation, etc.) to ensure compliance with state policies and procedures, as needed.
77.	Utilize current departmental standards and analytical skills to perform on-going or annual needs assessment to analyze infrastructure constraints and business requirements to determine IT refresh or upgrade needs.
78.	Work with project stakeholders using various resources (e.g., project and test plans, traceability matrices, Joint Application Development [JAD] and system design walk-through sessions, etc.) to ensure user acceptance of requirements and critical success factors are met to implement a successful project, as required.
79.	Troubleshoot and resolve complex IT system outages and communicate status to customers and peers using various resources (e.g., Remedy, e-mail, telephone, etc.) to provide continuous system availability and customer service on a continuous basis.
80.	Oversee and conduct customer acceptance testing utilizing various system testing tools and methods (e.g., system test plan, test scenarios and expected results, etc.) to ensure business and user needs and technical requirements are met, as needed.