



BOARD OF STATE AND COMMUNITY CORRECTIONS

Applicants with disabilities who need reasonable accommodations, such as a Sign Language interpreter, a reader or assistance attending an interview please call (916) 323-3055

Position:

Associate Information
Systems Analyst (Specialist)

Position #:

917-190-1470-001

Salary Range:

\$4,619 – \$6,074

Issue Date:

August 27, 2013

Contact:

Stefanie Reyes
(916) 322-8022
stefanie.reyes@bscc.ca.gov

Location:

Board of State and Community
Corrections
600 Bercut Drive
Sacramento, CA 95811

Final Filing Date:

September 10, 2013

(Statewide)

Individuals who are currently in this classification, or are eligible for lateral transfer or promotion, or are reachable on a certification list may apply. SROA/SURPLUS candidates will be given priority.

For permanent positions, SROA and surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

**Submit a Std.678 State
Application and Resume to:**

BOARD OF STATE AND
COMMUNITY CORRECTIONS
ATTN: **Stefanie Reyes**
600 Bercut Drive
Sacramento, CA 95811

Please write "917-190-1470-001" on your application and indicate the basis of your eligibility in the job title section. Applications without this information may be rejected.

The Board of State and Community Corrections provides statewide leadership, coordination, and technical assistance to promote effective state and local efforts and partnerships in California's adult and juvenile criminal justice system, including providing technical assistance and coordination to local governments related to realignment.

Applications will be screened and only the most qualified will be interviewed.

The selected candidate considered for the advertised position will be required to undergo a fingerprint clearance and any offer of employment will be contingent upon live scan fingerprint results.

Scope of Position:

Under the general direction, objectives, priorities, and deadlines of the Staff Information Systems Analyst – Supervisor, the incumbent is responsible to carry out the duties of the Incident Control/Problem Management Process and the Fault Monitoring Service according to the Unit's service level objectives. The incumbent will operate within a diverse technical environment and possess the necessary general and technical competencies to prioritize work, initiate contact, and resolve issues. The incumbent is expected to work effectively with the organization's customers, stakeholders, and business priorities in order to complete work assignments in an effective, accurate, and timely manner. The Associate ISA will interact with the Enterprise Service Desk, agency program staff and state control agencies to ensure the basic competencies associated with BSCC IT Unit are met. The incumbent may be required to serve as the IT unit staff Lead in the absence of the Staff ISA – Supervisor.

Duties and Responsibilities:

(Candidates must perform the following functions with or without reasonable accommodations.)

Desktop Functions: Problem Disruption and

- Supports application system users as requested.
- Provides second level help desk support by resolving problems of moderate to the most complex nature.
- Supports customers experiencing network problems of moderate to the most complex nature.
- Supports customers experiencing hardware problems of moderate to the most complex nature.
- Monitors the network and devices to identify possible outages.
- Administrates Sophos Anti-Virus system to ensure security of BSCC
- Administrates security system to ensure safety and stability of the BSCC's network, data, and infrastructure.
- Administrates Blackberry server regarding security policies, personal information, passwords, logins, and serving as the primary liaison between Verizon and the BSCC
- Administrates iPhones through Afaria software suite by creating and deploying policies, security settings, and standardized settings.
- Administrates Rackspace Website Server - Content manager and structural

The BSCC is committed to providing an equal employment opportunity to all, providing reasonable accommodations, prohibiting sexual harassment and discrimination based on race, color, ethnicity, national origin, ancestry, sex (gender identity), age, disability, genetic information, religion, sexual orientation, political affiliation, marital status, pregnancy, military status, and to providing protection against retaliation. Rev. 8/12



design.

- Administrates and develops SharePoint automation systems.
- Leads team in root cause analysis to implement or recommend implementation of solutions to customer reported or production problems.
- Recommends incident control/problem management process improvements based on analysis of current process and service delivery targets.
- Trains application users as needed through hands-on and one-on-one training sessions.
- Visits user offices and views their operations to better understand user constraints and needs.
- Prepares ad-hoc reports.

Customer Service: Service Request and Documentation

- Logs and monitors customer calls requesting new services, documents and forwards the request to unit staff who fulfill the service request, verifies satisfaction of service request with the customer and closes the request report.
- Provides technical assistance to users at BSCC home site as well as traveling field representatives.
- Performs the escalation process to communicate with management and staff the nature of incoming problems pertaining to critical systems, their status and resolutions.
- Documents service disruptions through internal documentation methods and describe in detail what the customer was doing when the problems occurred and identify the application or systems involved. Determines if the application is an internally custom built application, a pre-built purchased application, or an application developed or provided by another agency.

Hardware/Software Specification Support

- Implements modification requests and resolves related problems of a more complex nature.
- Identifies problems in application software, determines solutions based on root cause analysis.
- Participates in the analysis of system requirements and use specifications.
- Participates in hardware and software procurement.
- Prepares application system and user documentation.

Training

- Participates in formal and informal training programs to strengthen analytical skills and enhance knowledge of software tools and packages which would prove beneficial to end-users.

Technical Liaison

- Reviews plans, designs, and system specifications, developed by other project teams, to develop technical expertise and to identify necessary interfaces with assigned project.
- Prepares, presents, and attends walk-throughs.
- Participates in disaster recovery planning and testing.
- Serves as primary liaison between Verizon and BSCC.



Work Plans, Proposals, and Reporting

- Provides status reports.
- Provides workload information to supervisor.
- Participates in Feasibility Study Report analysis and preparation.
- Participates in preparation of project plans and proposals, as well as leading projects with residing assistants.
- Participates in development of division-wide methodologies, policies, and standards.

Methodologies and Standards

- Participates in development of division-wide methodologies, policies, and standards.