CalSAWS Job Description

CALSAWS POSITION: **TECHNICAL ANALYST / SECURITY ANALYST**

OFFICIAL CLASSIFICATION: **SENIOR INFORMATION SYSTEMS ANALYST**

SALARY RANGE
Salary determined by employer

JOB DESCRIPTION

The Technical Analyst works within the Technical and Operations team to ensure that the changes to the CalSAWS application integrate with existing operations for each county.

RESPONSIBILITIES

- Contributing to design, development and/or review of work products and deliverables including:
    - Technical Architecture Designs input;
    - Service Level Agreement Assessments;
    - Performance Issue Resolution Input;
    - Deliverable Tracking Logs,
    - CalSAWS System Operations and Support Plan (SOSP) Review Results,
    - System Change Request (SCR) Feedback, and
    - Status Reports;
- Reviewing and evaluating the Operations Contractor Technical Team operations responsibilities, including Capacity Planning, Platform Management, Configuration Management, Security Management, Reporting Management and Asset Tracking Management;
- Assisting in the analysis and evaluation of the Technical Refresh Plans;
- Coordinating with the Operations Contractor and Quality Assurance (QA) contractor Project Managers to verify information and resolve issues;
- Reviewing and evaluating technical work products and deliverables for network infrastructure, county site preparation and equipment installation;
- Performing the annual inventory of Project capital assets;
- Assisting County Help Desk and Technical Staff with Unicenter and System Operation and Support Plan (SOSP) procedures;
- Verifying network changes, and evaluating effects on performance of the software;
- Provide Project management for Counties when major site moves, site expansions, upgrades and tech refresh projects are required;
- Facilitating Technical meetings with stakeholders. Assisting the stakeholders in understanding the technical and procedural aspects of the automation project;
- Developing knowledge of data sufficient to tackle projects with increasing complexity in developing and/or testing new reporting and analysis as needed to support the team;
- Confirming testing integration with IVR, imaging and contact center. Confirm integration of the central solutions;
- Documenting technical process and procedures;
- Assisting in the risk and issue identification, resolution, escalation and tracking; and
- Maintaining confidential information in accordance with legal standards and regulations.

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DESIRABLE SKILLS AND CAPABILITIES

Candidates of this position should have applicable experience, skills, and capabilities to perform the following functions and activities:

- Have a broad base of technical experience in at least four (4) of the following areas:
  - Network Design / Management;
  - Configuration Management;
  - Database Design;
  - Maintenance and Operations of a large-scale system;
  - Client Server systems;
  - Familiarity with several legacy systems to be converted;
- Working knowledge of public assistance programs and understanding state policy as relates to SAWS;
- Strong analytical and problem-solving skills; and
- Strong organizational and leadership abilities.

REQUIRED COMPETENCIES AND QUALIFICATION STANDARDS:

TRAINING AND EXPERIENCE:
Graduation from an accredited college or university with a bachelor's degree in Computer Science, Information Systems, or a closely related field and two (2) years of recent, full-time, paid experience in information systems analysis and design in a centralized information technology organization -OR- One (1) year of experience at the level of Information Systems Analyst II -OR- Three (3) years of recent, full-time, paid experience in information systems analysis and design in a centralized information technology organization.

LICENSE:
A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

PHYSICAL CLASS:
2 - Light.

OTHER REQUIREMENTS:

SPECIALTY REQUIREMENTS:

COMMENTS:

Title change effective May 20,2003 FROM: Data Systems Coordinator TO: Information Systems Coordinator.

Title change effective October 24, 2006 FROM: Information Systems Coordinator TO: Senior Information Systems Analyst.