

# CalSAWS Job Description

**CALSAWS POSITION: TECHNICAL 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.

# CalSAWS Job Description

## 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.