

CalSAWS Job Description

CALSAWS POSITION: TECHNICAL ANALYST

SALARY RANGE

Salary determined by Employer
RGS Monthly Rate: \$7,401.92 – \$9,707.36

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 Maintenance & Operations (M&O) Services Plan 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 M&O Services Plan 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.

DESIRABLE SKILLS AND CAPABILITIES

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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.