

**STATE OF CALIFORNIA
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING
DUTY STATEMENT**

Employee Name	Classification Name	Position Number
	Associate ISA (Specialist)	326-500-1470-XXX
Division/Unit	Date	Prior Incumbent
ITSD		Prior Pos. # (if applicable)

SUMMARY OF RESPONSIBILITIES

Under general direction of the System Software Specialist II (Supervisory) and Chief Information Officer (CIO), the Associate Information Systems Analyst (Specialist) functions as the assistant to the Technical Lead (System Software Specialist I (Technical)) in the Department of Fair Employment and Housing's (DFEH) Case Management System. The incumbent takes a secondary role to the (System Software Specialist I (Technical)) in supporting, configuring, implementing, modifying and upgrading DFEH's case management system. Duties include, but are not limited to the following:

Essential Functions:

- 30% Analyze, code, configure, and implement Salesforce applications and third-party applications that integrate with Force.com. Assist with advising other information technology personnel in solving system problems and achieving the best use of Salesforce functionality and software resources. Create system documentation and reports.
- 25% Provide maintenance support of Salesforce applications and resolve reported defects and change requests. Work with requestor to ensure proper handling of requests and prompt customer service. Test changes in sandbox before deploying changes to production. Assist with the management and testing of Salesforce upgrades and data backups. Manage DFEH's Salesforce data capacity and record retention. Create and maintain document templates. Generate customized reports with Salesforce reporting tools.
- 15% Assist with the migration of data from external sources to Salesforce. This involves deduplication, merging of records, and cleansing of data. Assist with the definition, configuration, and program rules and jobs to clean the data. Identify processes to handle exceptions. Assist in creating, configuring and maintaining DFEH's Salesforce website and other DFEH web pages.
- 15% Assist in providing training to technical staff and other users on Salesforce and all related applications. Provide input in the preparation of user guides and technical documentation on departmental applications.
- 10% Participate in self-study to continually improve Salesforce development and administration knowledge, skills, and abilities. Research new functionality and apply knowledge in the support and administration of the applications.

Marginal Functions:

5% Assist in providing training to technical staff and other users on all departmental information technology applications. Provide input in the preparation of user guides and technical documentation on departmental applications. Perform other duties as assigned.

Desirable Qualifications:

- Experience with CMS/SAS systems.
- Experience with Force.com applications.
- Experience with Eclipse.
- Demonstrated attention to detail, diplomacy and courtesy.
- Demonstrated the ability to analyze data, drawing sound conclusions and presenting ideas and information effectively both orally and in writing.
- Experience with SQL.
- Experience with SharePoint.
- Experience with HTML, Java and APEX and website coding best practices.
- Experience with active directory, security groups and folder permissions.

Knowledge and Abilities:

Knowledge of: Information technology systems (software) programming, equipment, and its capabilities and interfaces between hardware and software; and the requirements for the installation and implementation of the most complex information technology software systems.

Ability to: Write complex programs; develop detailed program specifications; analyze data and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions; apply creative thinking in the design and development of methods of processing information with information technology systems; establish and maintain cooperative relationships with those contacted in the course of the work; work under pressure; communicate effectively; prepare effective reports; coordinate the activities of technical personnel.

Supervision Received:

The Associate Information Systems Analyst (Specialist) receives general supervision from the System Software Specialist II (Sup) and CIO.

Supervision Exercised:

Act as an associate to the Technical Lead, System Software Specialist I, over the Department of Fair Employment and Housing's (DFEH) Case Management System and perform routine maintenance without guidance.

Administrative Responsibility

The Associate Information Systems Analyst (Specialist) position requires excellent writing and analytical skills; the ability to work in a team environment and to speak and write clearly, concisely, and accurately; to reason logically and creatively in resolving problems; skill in dealing effectively with others; willingness and ability to accept responsibility and meet deadlines; and ability to manage multiple projects with different time frames. Adhere to the laws, rules, policies and procedures as outlined in the Department's Directives, State Administrative Manual, Statewide Information Management Manual, California Multiple Awards Schedules, Supervisor's Manual, Clerical Manual, Case Analysis Manual, and any directions given by all appropriate managers.

Personal Contacts

The Associate Information Systems Analyst (Specialist) may have contact with departmental management and staff, and periodically has contacts with control agency representatives, data center representatives, other state agencies, and private industry.

Actions and Consequences

The Associate Information Systems Analyst (Specialist) position is in a sensitive position involving critical departmental data assets, and the security of said assets. Failure to use good judgment in design and implementation or to ensure the timely processing of requests could result in data asset compromise. Failure to use good judgment in handling sensitive and confidential information could result in sensitive information being released to unauthorized persons and/or incorrect information used to make management decisions.

Job Requirements

Activities required to perform the essential functions of this position include the ability to communicate effectively, produce written correspondence, and comprehend written instructions, correspondence and manuals, and reason logically.

I have read and understand the duties assigned as described above. I meet all job requirements as described above and am capable of performing the essential functions with or without a reasonable accommodation.

Signature of Incumbent

Date

Supervisor's Signature

Date