



Classification: Associate Information Systems Analyst (Specialist)	Position: 2100-1470-xxx
CBID: R01	Office: Customer Support Unit
Date Prepared: August 2017	Branch/Division: Information Technology Services Branch Administrative Services Division
KEY: (E) = ESSENTIAL (M) = MARGINAL FUNCTION	

POSITION DESCRIPTION:

Under the general supervision of the Customer Support Unit Supervisor, the Associate Information Systems Analyst (Specialist) (AISA) acts as a technical expert supporting local and remote web conferencing environments for the California Energy Commission (CEC). The AISA has working knowledge of planning and supporting local and remote web conferencing and collaboration meeting environments and equipment (This may include WebEx, GoToMeeting, Skype, etc.).

The AISA has working knowledge of a Windows enterprise environment and can support the CEC's hardware and software including desktops, laptops, iPhones, iPads, printers and related peripherals and infrastructure.

WORKING CONDITIONS:

This position involves extensive mandatory overnight travel in and around the state of California. This will require flexible work hours (including some weekends, holidays and evening work) and occasionally require overtime with short notice. The work is performed in a variety of locations mostly indoor meeting rooms, offices, hotels, community centers, etc. This will involve the transporting of and set up of Audio Visual (AV) and Information Technology (IT) equipment weighing up to 60 pounds to remote locations. The work will include: sitting, standing, bending, reaching, walking, and lifting/moving up to 60 pounds.

DUTIES AND RESPONSIBILITIES:**35% Web Conferencing Planning and Preparation Support**

Plan and coordinate web conferencing meetings in and around the state of California. This will include researching and recommending remote sites to meet customer requirements. Communication with our customers will include email, phone calls, and in person.

Coordinate the checkout, return and maintenance of equipment used. Perform testing of offsite facilities with the meeting organizers. Coordinate obtaining AV and/or IT solutions that are lacking to ensure the CEC has successful meetings. Ensure completion of set up requirements per the checklists. Ensure all necessary equipment in the rooms is available and functioning as requested.

Conduct web conferencing demonstrations and training sessions to groups or individuals including orientation sessions for people that host these meetings. Create and update web conferencing documentation including customer instructions. Use web conferencing management tools to administer host accounts including creating and deactivating accounts, resetting passwords, ensure proper security settings, and control access to services. (E)

40% Web Conferencing Meeting Support

Assist/host web conferencing meetings. Resolve IT, AV and web conferencing issues which may include working with outside vendors. Assist staff with use of equipment which includes: set up computer presentations, adjust lighting, microphone volume, projector control, and features of other equipment. Troubleshoot all IT and AV related issues that arise during the course of meetings. Escalate issues that impact the live meetings to minimize the disruption or stoppage of the meetings. Coordinate web conferencing recording activities including editing recordings. (E)

10% Technical Support

Responsible for installation, configuration, implementation and maintenance of the CEC's PC, laptop and mobile hardware and software. Administers user accounts, groups, mail boxes and distribution list using Active Directory. Acts as liaison for the IT Help Desk in resolving technical issues within the CEC IT environment on behalf of the customer. Communication with our users will include email, phone calls, and in person. (E)

5% Desktop Support

Participates in ITSB projects on an as needed basis. Acts as a IT Help Desk technician on problem resolution activities. Analyzes, documents and troubleshoots desktop hardware and software related issues. Stays current on emerging desktop technologies, trends and best practices and make recommendations. Contacts vendors in regards to existing and new technologies for the CEC. (E)

5% Customer Service Support

Establishes and maintains cooperative customer relationships. Coordinates problem resolution and ensures methods and practices conformity to get more specific details on problems. (E)

5% Performs other related duties as required. (M)

SIGNATURES	
I Certify That I Am Able To Perform, With Or Without The Assistance Of A Reasonable Accommodation, The Essential Job Duties Of This Position	
<hr/> Vacant / Date <i>Associate Information Systems Analyst (Specialist)</i>	<hr/> Jeremy Sherlock / Date Sr. Information Systems Analyst Supervisor