



career opportunity

California Department of Technology

Account Management Branch/Office of Customer Engagement
Associate Information Systems Analyst (Specialist) \$4,829 - \$6,350
Permanent/Fulltime
Final File Date: Until Filled



Who Are We?

The Department of Technology is one of the largest suppliers of information technology services to state, county, federal, and local government entities throughout California. Through the use of a scalable, reliable and secure statewide network, combined with expertise in voice and data technologies, the Department of Technology delivers comprehensive, cost-effective computing, networking, electronic messaging and training solutions to benefit the people of California. We are one of the few state entities with a state of the art Tier III data center.



The Office of Customer Engagement acts as a liaison and interface between our department and the customer organizations we serve. The office supports programs designed to build strategic alliances with our customers, provides awareness of IT trends through forums, classes and events and facilitates the timely delivery of high quality service.

We provide excellent health benefits, generous vacation and sick leave accrual, exceptional retirement benefits, 11 paid state holidays, and two paid professional development days per year. We value the importance of your work life balance. As a result, many of our positions allow for telework, flextime, or alternate work week schedules. We are committed to growing all our talented staff. This position is located in Rancho Cordova with free parking.



What You'll Be Doing...

Under the general supervision of the Data Processing Manager II, the Associate Information Systems Analyst (Specialist) acts as an account lead by managing the relationship for small and/or inactive customer accounts, and is the primary reviewer of customer data to ensure the information is accurate and updated in the enterprise-wide Customer Relationship Management System (CRM). Performing at the full journey level, the AISA (Specialist) creates and maintains account profiles, develops and maintains CRM processes and procedures, and provides training for California Department of Technology staff on the CRM.



For a more complete job description, click on this link to view the Duty Statement:
[Associate Information Systems Analyst \(Specialist\)](#)



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Who We're Looking For

We're looking for dedicated, talented individuals who possess the following skills, abilities, and can work in the following environment:

- Excellent customer service.
- Demonstrate sound work ethics, reliability, and dependability.
- Act independently, exhibit open-mindedness, flexibility, diplomacy, and tact.
- Ability to establish and maintain effective working relationships with all levels of State staff and external stakeholders.
- Ability to communicate effectively, both verbally and in writing.
- Ability to multi-task and prioritize assignments, follow through and meet deadlines.
- Ability to analyze information and situations, apply creative thinking, identify and solve problems, reason logically, and draw valid conclusions.
- Knowledge of Microsoft Office applications, such as Word, Excel, Access, Project, PowerPoint, Outlook and Visio.
- Understanding of industry trends, CDT services, and how emerging technologies might enhance CDT's ability to meet future customer needs.

How to Apply...

Interested applicants must submit a State application to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY
P. O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: De Ann / RPA #16-106
Inquiries: Kelly York (916) 431-5372

When applying for a Job Opening, you must be sure to submit one state application per RPA #. You must indicate the RPA # you are applying for on your application, as well as your eligibility in the Explanations box; otherwise, your application may not be processed.

To be considered for the position of an **Associate Information Systems Analyst (Specialist)** classification, you must first obtain eligibility through an examination process. Visit our Career Opportunities webpage at <http://cio.ca.gov/About/Careers> for information and instructions on the hiring process.

The Fine Print...

Applications will be accepted only from individuals currently at the **Associate Information Systems Analyst (Specialist)** level, or applicants who have transfer or list eligibility. Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. Training and Development Assignments may be considered. This recruitment may be used to fill multiple vacancies occurring in this unit for this classification within the next 60 days.

