**POSITION INFORMATION**

**Internal Team:**
SL-ITS - AVP-134500

**Job Code/Employee Classification:**
Admin Analyst/Spclst 12 Mo

**MPP Job Code:**

**Position Number:**
Admin Analyst/Spclst 12 Mo
Position no: SL-00010931

**CSU Working Title:**
Information Technology Program Analyst

**Reports To:**
San Luis Obispo

**Campus:**
San Luis Obispo

**Division:**
Information Services

**College/Program:**
ITS - Info Technology Svcs

**Department:**
ITS - AVP - 134500

**FLSA Status:**
Exempt

**SENSITIVE POSITION**

**Sensitive Position:**
Yes  No

**Job Summary/Basic Function:**
The Information Technology Program Analyst is responsible for providing highly skilled, analytical and research support to the Associate Vice President/ Deputy CIO for Information Technology. This position has primary responsibility for providing analysis, development, implementation, and evaluation of various department functions to support the overall operations of Information Technology Services (ITS). The incumbent will also play a vital role in supporting the VP’s vision, and the Deputy CIO’s execution of that vision to further advance the role of technology by enhancing the overall teaching, learning, and research at Cal Poly.

**Minimum Qualifications:**
Equivalent to graduation from a four-year college or university. Three years of technical or administrative experience. A graduate degree in a related field may be substituted for one year of the required experience. Additional qualifying experience may be substituted for the required education on a year-for-year basis.
**Required Qualifications:**

1. Working knowledge of administrative concepts, practices and procedures to research, develop and evaluate policies and programs, including collection, evaluation and interpretation of data and information from a wide variety of sources to develop sound conclusions and make appropriate recommendations.
2. Demonstrated ability to independently develop and implement research assignments, including collection, analysis, and reporting of data, effectively compile and maintain complex and extensive records, preparing reports, and clearly presenting information.
3. Strong ability to take initiative and effectively lead projects, as well as teams, in understanding objectives, gathering requirements and issues, evaluating and arriving at solutions, completing tasks and action items, and meeting project deadlines.
4. Demonstrated ability to perform detailed work with a high degree of accuracy and efficiency.
5. Expertise in investigating and analyzing problems with a broad administrative impact and implications.
6. Demonstrated ability to effectively adapt to changing organizational policies and procedures.
7. Strong interpersonal and communication skills with the ability to communicate effectively and professionally in both oral and written form. Comprehensive knowledge of English usage, grammar, spelling, and punctuation.
8. Excellent organizational and time-management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
9. Strong ability to independently quickly learn, interpret, communicate and apply complex policies and procedures.
10. Expertise in using a variety of computer applications including word-processing, spreadsheets, databases, presentation, calendar, on-line systems, and Internet as well as office productivity software. Demonstrated ability to create effective visual presentations.
11. Demonstrated customer service skills and the ability to apply and communicate a wide variety of information, acting where specific guidelines may not exist.
12. Ability to initiate, establish, foster, and maintain effective communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds. Ability to make independent decisions, anticipate problems, and address them proactively.
13. Demonstrated customer service experience requiring a very high level of diplomacy and professionalism to effectively handle a broad range of high-level and sensitive interpersonal situations and to respond appropriately to conflicts and problems.
14. Demonstrated ability to maintain a high degree of confidentiality and ability to maintain high quality/standards of work, ethics, commitment, discretion, and professional responsibility.
15. Working knowledge of operational and fiscal analysis and techniques.

**Preferred Qualifications:**

1. Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
2. Knowledge of CSU and Cal Poly policies and procedures.

**Special Conditions:**

1. Must be willing to travel and attend training programs off-site for occasional professional development.
2. Must be able to work additional hours, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
3. The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 Revised July 21, 2017 as a condition of employment.
4. Must be able to successfully pass a pre-employment background/fingerprint check.
5. This position classification has been defined as “Exempt” and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

**License / Certification:**

N/A

**Mandated Reporter:**

General - The person holding this position is considered a general mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

**NCAA:**

- Yes  
- No

**Conflict of Interest:**

None

**Supervises Employees:**

- Yes  
- No

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**Job Duties**
### JOB DUTIES

<table>
<thead>
<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
</tr>
</thead>
<tbody>
<tr>
<td>90</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Identify, prioritize, and plan department objectives and projects. Lead activities for divisional initiatives, improvements and projects.</td>
<td>Essential</td>
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<td>2.</td>
<td>Perform data collection, analysis, and evaluation for key principles and strategic imperatives; compile data demonstrating indicators of progress; formulate continuous improvement strategies; and recommend and implement updates to policies, projects, procedures, and programs.</td>
<td>Essential</td>
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<td>3.</td>
<td>Develop resource and planning tools for the office.</td>
<td>Essential</td>
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<tr>
<td>4.</td>
<td>Provide accurate and timely responses to reporting requests, including developing or preparing publications, newsletters, research, reports, presentations, etc.</td>
<td>Essential</td>
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<tr>
<td>5.</td>
<td>Oversee the campus IT Governance structure, which includes appointing members, establishing agendas, documenting actions and discussions and conducting follow-up to ensure that tasks are completed and governance runs efficiently and effectively.</td>
<td>Essential</td>
</tr>
<tr>
<td>6.</td>
<td>Interact and communicate on behalf of the VP and AVP within and outside the university, including faculty, staff, students, alumni, and members of the general public. Draft responses to a variety of inquiries. Research, create, and format correspondence and reports.</td>
<td>Essential</td>
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<td>7.</td>
<td>Provide work direction, recruit, hire, and train student assistants. Oversee operations to ensure continuous staffing coverage and ensure divisional deadlines are met.</td>
<td>Essential</td>
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<td>8.</td>
<td>Provide confidential administrative support and compose all correspondence, letters, memos, reports, e-mails, documents, presentations, reports, etc. needed for the VP and AVP.</td>
<td>Essential</td>
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<tr>
<td>9.</td>
<td>Coordinate the AVP/Deputy CIO calendar; prepare documentation for meetings; and take and distribute summary notes and action items. Facilitate completion of action or pending items to ensure completion.</td>
<td>Essential</td>
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<tr>
<td>10.</td>
<td>Serve as a resource for travel and related expenditures.</td>
<td>Essential</td>
</tr>
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| 10        | Perform other job-related duties and special projects as assigned. | Essential |
| 2.        | Attend training and maintain currency as appropriate to effectively complete assignments and facilitate industry-leading solutions. | Essential |
| 3.        | Provide direction and training to staff for cross-training purposes and transfers of assignments for operational needs. | Essential |

### USERS AND APPROVALS

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