**DEPARTMENT OF JUSTICE**

**CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION**

**JUSTICE DATA AND INVESTIGATIVE SERVICES BUREAU**

**JUSTICE DATA AND AUDITING BRANCH**

**CONTROLLED SUBSTANCE UTILIZATION REVIEW AND EVALUATION SYSTEM**

**(CURES) PROGRAM**

**HELP DESK SECTION**

**AB 528**

**JOB TITLE:** Program Technician II (PT II)

**POSITION NUMBER:** 420-XXX-9928-XXX

**INCUMBENT:**

**STATEMENT OF DUTIES:** Under the general supervision of the Staff Services Manager I (SSM I), the Help Desk Section PT II provides assistance, telephonically and via email, to prescribers and pharmacists, including delegates and non-DEA licensed physician and surgeons concerning questions and difficulties with registration and access to the Controlled Substance Utilization Review and Evaluation System (CURES) database. The PT II has the responsibility of triaging inquiries and forwarding the more complex questions to analyst-level staff. The PT II performs CURES manual application vetting, when applicable, and provides operational and clerical support to the Program, and other duties, as assigned.

**SUPERVISION RECEIVED:** Reports directly to the SSM I.

**SUPERVISION EXERCISED:** None.

**TYPICAL PHYSICAL DEMANDS:** Ability to sit at a computer terminal for extended periods of time. May be required to lift, carry, or move up to 20 pounds.

**TYPICAL WORKING CONDITIONS:** Modular workstation in a smoke-free environment.

**ESSENTIAL FUNCTIONS:**

45% Assist with implementation and performance of processes and procedures associated with new delegate and non-DEA licensed physician and surgeon CURES registrations. Assist new delegates and non-DEA licensed physician and surgeon applicants and users with questions regarding access and use of CURES. Capably identify delegate and non-DEA licensed physician and surgeon issues that require analyst-level attention and ensure these issues are forwarded to the appropriate analyst staff for research and resolution.

40% Provide assistance, telephonically and via email, to CURES users, including delegates and non-DEA licensed physician and surgeons, concerning questions and difficulties with access to the CURES database by applying the applicable unit procedures, laws, rules and regulations. Assist with system access issues, such as password resets, and respond to questions concerning CURES report creation. When applicable, perform manual CURES application vetting by determining applicant eligibility based on information provided on the application, review of applicant supporting documentation, and verifying applicants’ licensure and proper notarization of documentation.

15% Perform other operational and clerical support functions, such as: sorting and distributing mail; ordering and maintaining office supplies; typing form letters and memos; scheduling meetings; and, other related duties as assigned.

*I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.*

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Employee Signature Date Supervisor Signature Date