

DUTY STATEMENT
DEPARTMENT OF JUSTICE
DIVISION OF CALIFORNIA JUSTICE INFORMATION SERVICES
APPLICATION DEVELOPMENT BUREAU
DIVISION OF LAW ENFORCEMENT SYSTEMS BRANCH
SINS SUPPORT SECTION
SINS PROGRAM SUPPORT UNIT

JOB TITLE: Student Assistant

POSITION NUMBER: 420-863-4870-901

INCUMBENT: Vacant

STATEMENT OF DUTIES: Under close supervision and in a learner capacity, the Student Assistant will assist the Statewide Investigative Networking System (SINS) Program Support in the performance of a variety of application testing and support tasks. The student will become knowledgeable of the SINS applications quality assurance and testing process, Client Services support process, and inventory and maintenance functions. The incumbent will perform other related work, commensurate to skill level.

SUPERVISION RECEIVED: Under close supervision and direction of the Unit's lead staff and the Information Technology Supervisor II.

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: Enclosed windowed office in a smoke-free environment.

ESSENTIAL FUNCTIONS:

50% Quality Control

- Assist with application testing and issue reporting tasks by executing test plans and scripts, and documenting test results.
- Enter issue and bug information into a database management system.
- Participate in business gathering meetings and assist with creation of documentation.
- Participate in end-user training preparation and class presentations.

40% Client Support

- Assist with telephone coverage for the SINS Program during prime hours. Assist staff with client needs and ensure timely response.

Duty Statement
Student Assistant – SINS PSU

- Review e-mails from clients containing technology questions and research information in order to provide appropriate responses and pertinent information to the clients.
- Enter, update, and track all calls for assistance using the automated call tracking system, HEAT.
- Provide status of calls to clients.
- Generate basic reports from the database management system.

10% Other Duties

- Perform routine filing, service request logging and document reproduction services related.

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

Employee Signature

Date

Supervisor Signature

Date