

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM ENTERPRISE INFORMATION SERVICES		POSITION NUMBER (Agency-Unit-Class-Serial) 065-628-1401-054			
DIVISION / UNIT Enterprise Information Services- IT Customer Service and Field Operations		CLASSIFICATION TITLE INFORMATION TECHNOLOGY ASSOCIATE			
		WORKING TITLE IT FIELD SUPPORT ASSOCIATE			
		TIME BASE / TENURE FULL TIME/ PERM	CBID R01	WWG 2	COI Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
LOCATION Highway 1, San Luis Obispo, CA		INCUMBENT		EFFECTIVE DATE 02/04/2025	
CDCR'S MISSION and VISION					
<p>Vision We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.</p> <p>Mission To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.</p>					
CALIFORNIA MODEL					
California Department of Corrections and Rehabilitation (CDCR) and the California Correctional Health Care Services (CCHCS) are proud to partner on the California Model which will transform the correctional landscape for our employees and the incarcerated. The California Model is a systemwide change that leverages national and international best practices to address longstanding challenges related to incarceration and institution working conditions, creating a safe, professional, and satisfying workplace for all staff, as well as rehabilitation for the incarcerated. Additionally, the California Model improves success of the decarcerated through robust re-entry efforts back into to the community.					
COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION					
The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.					
DIVISION OVERVIEW					
Enterprise Information Services (EIS) is the catalyst that drives transformation. We enhance safety, enable rehabilitation, and drive operation efficiency. EIS provides a full range of information technology (IT) services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation and support.					
GENERAL STATEMENT					
Under general supervision of the Information Technology Supervisor II, the Information Technology Associate (Incumbent) at a journeyman level, will participate in a wide variety of consultative, analytical, and evaluative assignments for development, procurement, implementation, maintenance, and support of the Institution's Information Services.					
INFORMATION TECHNOLOGY DOMAINS – PLACE AN "X" ON ALL APPLICABLE DOMAINS					
<input checked="" type="checkbox"/>	Business Technology Management	<input checked="" type="checkbox"/>	Client Services		Information Security Engineering
	Information Technology Project Management	<input checked="" type="checkbox"/>	Software Engineering		System Engineering
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.				
25%	<p>Problem Disruption and Resolutions Support application system users as requested. Provide desktop support by resolving complex problems. Support customers experiencing network problems and hardware problems of routine nature and escalate when necessary. Identify root cause analysis and provide recommendations and/or solutions to production problems. Analyze and create new incident control/problem management procedures. Initiate, update and resolve user</p>				

tickets using standard incident tracking tool. Visit user offices (which may require travel) and ensure services provided meet user needs. Travel to institutions and sites, provide after-hours support of technical systems may be required due to emergency operational need. Install and upgrade of hardware and software to meet departmental standards. Review departmental procedures and ensure data integrity. Communicate with EIS technical staff to escalate technical issues and work effectively with all levels of EIS staff including external service providers.

25%

Application Software Maintenance/Development

Implement modification requests and resolve related problems of the routine nature. Identifies problems in application software, determines solutions based on root cause analysis. Conduct analysis of system requirements and user specifications. Participate in hardware and software procurement and implementation. Prepare application system and user documentation.

15%

Technical Liaison

Review plans, designs, and system specifications developed by other project teams, to develop technical expertise and to identify necessary interfaces with assigned project. Prepare, present, and attend walk-throughs. Ensure proper communication between IT Teams and non-technical site business management and customers. Participate in disaster recovery planning and testing.

10%

Training

Develop, schedule and implement ongoing formal and informal training programs for systems users to strengthen analytical skills and enhance knowledge of software tools and packages. Training may occur remotely, in person, over the phone or video conferencing.

10%

Audits and Maintenance

Participate in audits of all CDCR approved systems for accuracy and approved usage of IT equipment. Regularly inspect all desktop areas for security violations and accurate inventory accounting. Work concurrently with other staff in the preventive maintenance program on information systems to reduce downtime.

10%

Documentation, Inventory, and Reporting

Provide workload and status reports to supervisor and lead IT Staff. Participate in preparation of project plans and proposals. Update hardware and software inventory as needed. Document and maintain operational procedures, user guides, and troubleshooting documents. As applicable, reporting/logging usage, condition of assigned vehicles/golf carts, schedule maintenance, and care as procedures dictate. Report discovered security issues, hardware, data, etc for escalation.

5%

Other IT Program Support Duties

Attend mandatory training classes.

SPECIAL PERSONAL CHARACTERISTICS

- Influence, change, and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts through observation and building rapport.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.

SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, nonemployees and employees shall be made aware of this.

CONSEQUENCE OF ERROR

The consequence of error at the Associate level may result in loss of data, user dissatisfaction, and impact within the immediate organization, office, project, or work unit, and related support units.

To be reviewed and signed by the supervisor and employee:

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.

065-628-1401-054

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
SUPERVISOR'S STATEMENT: <ul style="list-style-type: none">● <i>I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION</i>● <i>I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE