CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT – INFORMATION TECHNOLOGY

☐ PROPOSED

☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM	POSITION NUMBER (Agency-Unit-Class-Serial)			
Enterprise Information Services	065-501-1402-030			
DIVISION / UNIT	CLASSIFICATION TITLE			
	Information Technology Specialist I			
	WORKING TITLE			
	Salesforce Administrator			
Business Information Solutions	TIME BASE / TENURE	CBID	WWG	COI
	Full-Time/ Permanent	R01	E	Yes ☐ No ☒
LOCATION	INCUMBENT			EFFECTIVE DATE
Birkmont Drive, Rancho Cordova				02/04/2025

CDCR'S MISSION and VISION

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.

Vision

We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.

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

CDCR and 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 the direction of the Information Technology (IT) Supervisor II, the IT Specialist I, serves as a Business Analyst, demonstrating an in-depth understanding and level of expertise of Application Services and Technologies, performs the most complex business analyst tasks timely and independently; acts as a project manager on assigned activities related to the development and maintenance of various applications and technologies. Supports enterprise application development efforts, which may include planning, analysis, design, technical documentation, testing, deployment, user training, and troubleshooting.

INFORMATION TECHNOLOGY DOMAINS – PLACE AN "X" ON ALL APPLICABLE DOMAINS

X	Business Technology Management	X	Client Services			Information Security Engineering
X	Information Technology Project Management	X	Software Engineering		X	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.

30%	**New Systems/Service Enhancements** Develop and/or perform technical analysis of proposals. Determine impact of upgrades and change system requests and services. Perform evaluation and recommend approval/rejection of new functionality. Analyze, configure, design, test, implement and maintain special purpose vendor supplied software packages, operating systems and utility software upgrades and patches. Analyze, design, evaluate and create Production Change Requests for new and enhanced system functionality. Analyze, design, code, implement, maintain and evaluate software and track system problems/issues. Develop and deploy software throughout the development life cycle.
30%	**Project Management/Project Lead** Contribute towards the development and review of project related documentation such as Special Project Requests (SPR). Act as technical advisor to application development, database, operations and security staff in the use of special purpose vendor supplied application software utilities/features. Perform project management, reporting tasks and implementation plans. Create, implement and maintain policies, standards and operational procedures. Identify and apply requirements of oversight and regulatory agencies.
25%	**Service Disruptions and Resolution** Act as liaison with consultants to report/troubleshoot special purpose vendor supplied application software problems. Act as technical advisors in solving system problems and achieving the best use of available hardware/software resources. Provide first and second level Help Desk support. Provide subject matter expertise and assistance for production incidents. Identify and resolve system issues including configuration of software. Personally resolve complex technical questions and issues without referral. Escalate technical recommendations, issues, orally and in written form, to the appropriate business owners, as required. Monitor, evaluate and analyze systems capacity and performance. Adjust the systems to the changing environment. Conduct root cause analysis to implement or recommend implementation of solutions to customer reported or production problems.
10%	**Training and Administrative** Conduct seminars, conferences and presentations. Develops user and technical training materials. Conducts training sessions for trainers as well as end users.
5%	**Administrative** Keep current with Information Technology trends and products, CDCR Client/Server applications, network configurations, procedures and roles and State directives. Adhere to Department policies, rules and procedures. Submit administrative requests including leave, travel, and training in a timely and appropriate manner. Accurately report time and submit timesheets by the due date. Additional duties may include, but are not limited to, assisting where needed within the team/unit, which may include special assignments to fulfil program goals and objectives.

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 incarcerated individuals, visitors, nonemployees and employees shall be made aware of this.

CONSEQUENCE OF ERROR

The consequence of error at the Specialist I level may result in loss of data, user dissatisfaction, and impact to the organization, project, or work unit, and related support units. Consequences include operational down time, loss of business continuity, and poor customer service and performance.

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.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

SUPERVISOR'S STATEMENT:

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE