

DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
TECHNOLOGY SERVICES BUREAU
PRODUCTION & NETWORK SERVICES BRANCH
IMPLEMENTATION AND PRODUCTION SERVICES SECTION
COMPUTER OPERATIONS UNIT

JOB TITLE: Student Assistant

POSITION NUMBER: 420-861-4870-901

INCUMBENT: Vacant

STATEMENT OF DUTIES: Under close supervision and in a learner capacity, the incumbent will assist in performing a variety of tasks to support the Computer Operations Unit (COU). The incumbent will maintain phone support with law enforcement entities, internal and external clients, and provide technical support services such as resetting network and LEAWEB passwords, session time-outs for legal staff, re-connection of California Law Enforcement Telecommunications System (CLETS) lines that indicate down, and troubleshooting network equipment and data center system/application problems. The incumbent will also perform input/output functions within the printer room; this may include printing to Sharp high speed printers, Xerox, Printronix line printers, and continuous form bursters.

SUPERVISION RECEIVED: Under close supervision and in a learner capacity of the Unit's lead staff and IT Supervisor II.

SUPERVISION EXERCISED: None.

TYPICAL WORKING CONDITIONS: Smoke-free environment. May be required at times to work outside of normal business hours.

TYPICAL PHYSICAL DEMANDS: Ability to sit at a computer terminal for up to eight hours per day.

ESSENTIAL FUNCTIONS:

- 50% Assist with general technical support assignments, such as: Provide telephone support to law enforcement entities, internal, and external clients. Provide help desk support for CLETS TCP/IP re-connections with law enforcement entities. Respond to console messages and issuing commands for health check. In timely manner, research, analyze, solve and/or escalate system problems in order to mitigate downtime.
- 35% Generate and route print reports to associated printers. Load paper following safety guidelines. Analyze and breakdown printer output for distribution to various clients.

Burst and trim forms when needed, per procedures. Quality assure printer output by checking print quality and alignment. Maintain information technology stock levels and notify supervisor when replenishing is required.

- 15% Review the computer operations turnover log from previous shifts and follow-up on unresolved hardware/software problems. Accurately record daily information technology activities on system logs. Record hardware/software problems completely and accurately in turnover log. Effectively communicate with support staff when resolving information technology issues.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

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

Employee's Signature

Date

Supervisor's Signature

Date