

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

**JOB TITLE:** Information Technology Associate (ITA)

**POSITION NUMBER:**

**INCUMBENT:** Vacant

**STATEMENT OF DUTIES:** Under the general supervision of the IT Supervisor I (IT Sup I), the IT Associate (ITA) will work as a technical lead within the Department of Justice's (DOJ) Implementation and Production Services Section (IPSS) in support of the organization's complex multi-system environments located at the Hawkins Data Center. The ITA will work closely with customers as well as other DOJ service areas in support of the more responsible, varied, and difficult implementation, maintenance, and operations of the organization's statewide Information Technology (IT) systems. This will include the implementations, configurations, tuning, troubleshooting, and problem resolution for the complex California Law Enforcement Telecommunications System (CLETS). The incumbent will also be responsible for resetting client passwords for access, providing subject matter expertise to the business units, and Law Enforcement Agency Web (LEAWEB) and CLETS users. The ITA will partner with other personnel in solving network problems and communicate/document effective resolutions to the appropriate staff and management. The incumbent contributes toward the growth of the Technology Support Bureau (TSB) into a customer-focused service organization. Additionally, they will continuously improve communications and relationships with subordinates, peers, management, customers, and vendors.

**SUPERVISION RECEIVED:** Under the general supervision of the IT Sup I.

**SUPERVISION EXERCISED:** The incumbent will serve as a lead during weekend shifts.

**TYPICAL PHYSICAL DEMANDS:** Ability to sit at computer terminal for up to eight hours per day; ability to move 20 pounds.

**TYPICAL WORKING CONDITIONS:** Provides 24/7 support which may require working various shifts, weekends, holidays, odd days off, etc. Provides after-hours on-call assistance. Temporary assignment(s) to other shifts may be required. In a remote work environment, home office, or similar environment in California. At the office, an enclosed windowed office with a smoke-free environment. May be required to sit at a computer terminal while performing research and other duties up to eight hours a day. Travel to designated offices may be required.

## **ESSENTIAL FUNCTIONS:**

### **40% Analytical/Technical**

- Perform the more responsible, varied, and difficult technical tasks within the IPSS lines of business and serve as a technical lead for the unit.
- Respond to any and all operational issues, concerns, or outages. Provide timely and efficient response to all trouble ticket notifications. Provide management with fast and accurate recommendations to problem resolution. Communicate to all parties involved: (customers, support staff, and the Technical Assistance Center (TAC)) to ensure everyone knows estimated resolution times.
- Interface with customers, peers, and experts within TSB in a professional manner. Identify problems and coordinate and facilitate meetings with individuals for resolution to ensure customer satisfaction. Ensure the results of the meeting are documented (meeting minutes) and action items are scheduled for follow-up meetings. Ensure the appropriate issues are elevated to management for consideration and resolution.
- Effectively monitor the daily operations and performance of the CLETS application and infrastructure.
- Effectively resolve the more difficult technical application problems and provide input to technical decisions and recommendations for management consideration.
- Proactively monitor and analyze problem trends utilizing management tools and work with other technical staff and customers to optimize the use of existing hardware infrastructure.
- Provide support on all installs, upgrades, and deployments to CLETS hardware and software.
- Oversee and lead production CLETS Message Rule and Network table releases.
- Assist both internal and external DOJ customers on CLETS processes and policies.
- Utilize management tools to identify and resolve the more difficult issues related to software, system, connectivity, peripheral, and hardware related problems.
- Continually monitor and assess network and application performance.
- Escalate the most complex hardware and software problems to second tier service providers for resolution according to Systems Notification Procedure (SNP).
- Provide statewide support on all installs and upgrades to network hardware and software in the DOJ network.
- Responsible for understanding the interfaces between applications, servers, and networks to maintain high system availability for customers.
- Responsible for managing high and critical incidents to ensure timely completion. Prioritize incidents based on priority and urgency.
- Oversee all incidents for both internal and external requests for timely completion.

- Monitor Helpdesk Expert Automation Tool (HEAT) tickets and escalate to management if in risk of missing service level agreement (SLA) objectives.
- Ensure HEAT tickets are assigned correctly if unable to resolve in the operations area.
- Act as incident manager and provide all information relevant to the incident: what action is required, by when, and the business impact.

### **35% Consultative Services**

- Act as a technical advisor on the more responsible, varied, and difficult system problems and project implementations.
- Assist both internal and external DOJ customers on CLETS processes and policies.
- Communicate resolutions to staff and appropriate customers. Ensure resolutions are documented per TAC software tools.
- Perform the more difficult system troubleshooting and network analysis. Coordinate incident resolution efforts with internal service teams and external vendor staff.
- Respond to WAN/LAN network connectivity issues and troubleshoot with the appropriate Telco to resolve the issue. Coordinate testing with the client and Telco vendor.
- Assist both internal and external DOJ clients with resetting VPN, Windows, and LEAWEB passwords.

### **20% Communication and Leadership**

- Provide team leadership, mentorship, and guidance on the more difficult operational projects. Assist in monitoring, directing, and assigning all service desk tickets opened by DOJ personnel to the appropriate staff.
- Train and mentor staff to meet TSB standards to ensure network and operational related problems are accurately diagnosed and effectively resolved in a timely manner and with the analysis and resolution of the more difficult hardware and software related connectivity problems.
- Ensure outage notifications are sent with the following information: reason for occurrence, the effect on the users, who is doing the work, and updates.
- Act as team lead during the weekend shifts.
- Work well under pressure and coordinate the activities of technical personnel.
- Identify, analyze, and prioritize design, development, and implementation tasks and maintenance activities.

**MARGINAL FUNCTIONS:**

**5%** Other related work.

*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.*

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Employee Signature

Date

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Supervisor Signature

Date