

DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
BUREAU OF CRIMINAL INFORMATION AND ANALYSIS
RECORD MANAGEMENT BRANCH
CRIMINAL RECORD EXPEDITE & SUPPORT PROGRAM
QUALITY UPDATE AND EXPEDITE SECTION

JOB TITLE: Program Technician II

POSITION NUMBER: 420-761-9928-XXX

INCUMBENT: Vacant

STATEMENT OF DUTIES: Under the supervision of the Supervising Program Technician (SPT) II, the Program Technician (PT) II in the Quality Update and Expedite Section (QUES) performs the more difficult and complex duties associated with the update of criminal and applicant information to the Automated Criminal History System (ACHS). Some of the critical tasks include reviewing and examining source documents and converting records from manual to automated formats; processing documents in error resolution; consolidating multiple records; and disseminating information accurately and in a timely manner. The PT II identifies data which does not conform to legal, procedural, and policy requirements and initiates action as needed. The PT II may be required to answer questions as well as assist in the review of work for employees undergoing training.

SUPERVISION RECEIVED: Reports directly to the SPT II or SPT III.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Must have the physical ability to work at an ergonomic personal computer work station for a majority of the work shift. May be required to carry stacks of folders for short distances, weighing up to 20 pounds.

TYPICAL WORKING CONDITIONS: 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:

50% Reviews, examines, and converts records from a manual to automated format. Generates copies of updated criminal history transcripts as needed and routes records as appropriate to other sections in the Division according to established procedure, policy, criteria, and information contained in the criminal history folder. Routes records to the appropriate program via electronic or manual routing and writes clear notes to complete update services.

