

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 III

POSITION NUMBER: 420-761-9929-138

INCUMBENT: Vacant

STATEMENT OF DUTIES: Under general direction, the Program Technician (PT) III in the Quality Update and Expedite Section (QUES) performs a variety of analytical duties in support of and update to the Automated Criminal History System (ACHS), the Applicant and Criminal Card Scan, No Longer Interested (NLI) Desktop Processor, and the Automated Archive System (AAS). The PT III develops, revises, and maintains procedural manuals in the Criminal Offender Record Program (CORP) and identifies changes in policy to determine impact on procedures. Performs completed staff work, conducts surveys, and prepares reports; consults with client agencies, Department management and support staff regarding their needs and makes appropriate recommendations as it relates to the update of ACHS. The PT III may provide formal classroom and one-on-one training of new and current employees. The PT III must have a thorough knowledge of the CORP, criminal and applicant update processes, the California criminal justice system, Bureau policies and procedures, and the capabilities of ACHS. The PT III must also possess strong written and oral communication skills and have the ability to display tact and guidance to trainees and supervision alike.

SUPERVISION RECEIVED: Reports directly to the Supervising Program Technician 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 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:

- 40% Develops, updates, and revises material to be used for formal training of new and current employees in the various update processes related to criminal history records and dispositions. Provides training on the fundamentals of ACHS, ACHS update, Applicant and Criminal Card Scan, NLI Desktop Processor, and the Disposition Processor. Reviews trainees' work for accuracy/correction. Provides feedback to trainees in regard to work progress. Works closely with trainees' supervisor to develop training strategies and additional training plans. Provides detailed error rate reports to supervisors for yearly performance appraisals. Performs updates to ACHS of the most complex work categories as assigned by management.
- 30% Analyzes changes in policy based upon implementation of automated systems or legislation to determine impact on CORP procedures. This requires an advanced technical and procedural expertise regarding ACHS and Bureau procedures. Performs completed staff work, analyzes the feasibility of procedural changes and improvements, conducts surveys, special studies, and prepares reports with recommendations.
- 20% Develops, updates, revises, and maintains the CORP procedural manuals. Identifies data which does not conform to legal and procedural requirements and initiates action to resolve problems. This requires the PT III to have a thorough knowledge of the California criminal justice process and California statute codes. Drafts proposed procedures, coordinate the review, final production, and distribution.

MARGINAL FUNCTIONS:

- 5% Researches current processes to determine necessary changes or additions to the CORP procedures.
- 5% Consults with client agencies regarding their needs, problems, and possible improvements in systems and procedures used to deliver criminal history services and makes appropriate recommendations.

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.

