

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

JOB TITLE: Program Technician (PT) II

POSITION NUMBER: 420-761-9928-XXX

INCUMBENT: Vacant

STATEMENT OF DUTIES: Under the supervision of the Supervising Program Technician (SPT) III, the Program Technician (PT) II in the Record Resolution Unit (RRU) performs various technical and analytical reviews of work relating to the processing of Record Error Correction requests received from criminal justice agencies and programs within the Department of Justice (DOJ). The PT II accesses a variety of databases and systems including, but not limited to, the Automated Criminal History System (ACHS), the Batch Processor, Justice Automated Data Exchange (JADE), and the Applicant (APP) Processor. The PT II researches, analyzes, and resolves messages from the Federal Bureau of Investigation (FBI) Interstate Identification Index System (Triple I).

SUPERVISION RECEIVED: Reports directly to the Supervising Program Technician (SPT) II.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: May be required to push a mail cart and carry stacks of folders/documents short distances weighing up to 5 pounds and lift boxes 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% Assists local criminal justice agencies as well as DOJ programs to resolve problems with the electronic submission of automated and manual arrest information. Processes and monitors Error Resolution queues resulting from both criminal and applicant Live Scan transmission errors. Makes corrections to arrest information utilizing a variety of databases and systems including, but not limited to, Triple I, Batch Processor, JADE, and APP Processor. Ensures the identified corrections, additions, or changes are made to the records on the ACHS and copies of the documents are retained in the Automated Archive

Duty Statement
PT II – BCIA/RMB/CRESP/RSS/RSU

System (AAS). Reviews documents for completeness and analyzes queue dates to ensure updates are within Bureau policy and practice.

- 20% Prepares and mails forms to the FBI notifying them of corrections and modifications made to California arrest information. Communicates via telephone with FBI personnel to resolve problems to ensure that DOJ and FBI arrest information match. Utilizes LEAWEB (Law Enforcement Agency Web) to access Triple I in order to update consolidated Criminal Identification and Information numbers with the FBI record. Research the English language literal for offenses accepted by the FBI for use in correspondence.
- 20% Processes Error Correspondence forms that are mailed and faxed in daily from local agencies requesting corrections to arrest information previously submitted. Contacts law enforcement and applicant agencies, as necessary, to request clarification on information received in the queues or from the Error Correspondence forms. Makes ACHS updates or deletions from miscellaneous documents routed to the Section from within the DOJ.
- 5% Identifies potential criminal and applicant cross-prints (one subject's personal data information submitted with another's fingerprints) and misidentifications (subject incorrectly identified as another) and routes to the Cal-ID Program for verification and processing. Completes requests returned from Cal-ID.
- 5% Prepares monthly utilization reports, updates the SSP reference manual as needed, boxes documents for destruction, and photocopies documents. Completes special projects as assigned by management.

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.

