

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

POSITION NUMBER: 420-761-9927-XXX

INCUMBENT: Vacant

STATEMENT OF DUTIES: The Program Technician (PT) in the Quality Update and Expedite Section (QUES) is an entry-level technician. The PT performs increasingly difficult duties associated with the update of information into the Automated Criminal History System (ACHS). This includes reviewing and analyzing source documents for update, processing documents in error resolution, disseminating data, identifying data not conforming to legal and procedural requirements, and initiating action to resolve problems.

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

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Must have the physical ability to work at an ergonomic personal computer workstation 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:

30% Reviews and analyzes a variety of the more complex source documents submitted by criminal and regulatory agencies to determine the completeness and accuracy of data submitted and enter the data into ACHS, Cardscan, Applicant History, Subsequent Arrest Processor, Desktop No Longer Interested, Document Imaging File, Automated Archive System, and online program procedure manual. Enters data via a video terminal device, Cardscan, or other standard office equipment in specified formats from criminal and applicant source documents or images.

30% Performs error resolution functions. Makes a visual comparison of the data submitted on the source documents with the data entered in the criminal history record to determine the

