

DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
APPLICATION DEVELOPMENT BUREAU
DIVISION OF LAW ENFORCEMENT, BIOMETRICS, & PRESCRIPTION DRUGS
MONITORING PROGRAM SYSTEMS BRANCH
SOLUTIONS DEVELOPMENT SERVICES SECTION
DLE APPLICATION UNIT

JOB TITLE: Student Assistant

POSITION NUMBER: 420-860-4870-901-7606

INCUMBENT: Vacant

STATEMENT OF DUTIES: Under close supervision and in a learner capacity, the Student Assistant will assist the DLE Applications Unit (DAU) in the performance of a variety of application testing and support tasks. The student will become knowledgeable of the DAU applications quality assurance and testing process, Client Services support process, and application maintenance functions. The incumbent will perform other related work, commensurate to skill level.

SUPERVISION RECEIVED: Under close supervision and direction of the Unit's lead staff and the Information Technology Supervisor II.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to sit at a computer terminal for extended periods of time. May be required to lift, carry, or move 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% Quality Control

- Assist with application testing and issue reporting tasks by executing test plans and scripts, and documenting test results.
- Assist with testing automation.
- Enter issue and bug information into bug tracking system like JIRA.
- Participate in business gathering meetings and assist with creation of documentation.

40% Client Support

Duty Statement
Student Assistant - ADB

- Assist with managing Information Technology Service Manager (ITSM) tickets.
- Review e-mails from clients containing technology questions and research information to provide appropriate responses and pertinent information to the clients.
- Provide status of tickets to clients.
- Assist with technical documentation including updates to Confluence.

10% Other Duties

- Perform other duties as required.

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.

Employee's Signature

Date

Supervisor's Signature

Date