

**DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION (CJISD)
APPLICATION DEVELOPMENT BUREAU (ADB)
CRIMINAL JUSTICE INFORMATION SYSTEMS BRANCH (CJISB)
CLETS SUPPORT SERVICES SECTION (CSSS)**

JOB TITLE: Information Technology Associate

POSITION NUMBER: 420-860-1401-027

INCUMBENT: Vacant

PRIMARY DOMAINS: Client Services

STATEMENT OF DUTIES: Under the general supervision of the Information Technology Supervisor II (IT Sup II), the Information Technology Associate (ITA) is responsible for intake and processing of applications to ensure Law Enforcement Agencies (LEA), including tribal police requesting new service to CLETS meet the technical security requirements. The ITA must independently provide network consultation and policy interpretation to agencies to assist with the development of new systems interfacing with CLETS. In addition, request new Originating Agency Identifiers (ORIs) from the FBI for new service agencies.

SUPERVISION RECEIVED: Reports directly to the IT Sup II.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Provide after-hours availability to support resources during deployments and in emergency response situations. Ability to work at a computer terminal for extended periods of time and to lift, carry, and 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:

40%

Process New Service CLETS applications to ensure Law Enforcement Agency (LEA), including tribal police, requesting new service to CLETS meet the technical security requirements. The ITA must independently provide network consultation and policy interpretation to agencies to assist with the development of new systems interfacing with CLETS. The ITA will advise and direct management of qualifying agencies, or their

Duty Statement
ITS II – ADB/CJISB/CSSS

designee, on the processes and policies that must be followed to obtain and maintain CLETS access; evaluate, review and prepare applications for new CLETS service or the upgrading of existing service for LEA WEB clients; determine the applicant's qualifications and level of CLETS access needed; review applicant network diagrams to ensure appropriate firewalls, encryption, advanced authentication and other security measures required to meet the technical security requirements are present; coordinate vendor changes and enhanced software and hardware testing prior to implementation and connectivity to CLETS; coordinate the connection of network carrier service lines; and prepare application packages for approval by DOJ management or the CLETS Advisory Committee. Request new Originating Agency Identifiers (ORIs) from the FBI for new service agencies.

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Assist in the reporting of CLETS misuse which involves the review and analysis of data submitted by CLETS subscribing agencies; track, monitor and audit misuse reports submitted annually by governmental law enforcement agencies to identify potential patterns; consult and collaborate with DOJ staff and CLETS subscribing agencies regarding internal affairs investigations relative to CLETS misuse to ensure the accurate reporting of data; provide consultative services to CLETS subscribing agencies on misuse policy interpretation; monitor the status of internal affairs investigations and court cases relative to misuse and document findings; develop and maintain detailed misuse reports in Excel and Access and provide to management; formulate, coordinate and deliver education and communication with governmental law enforcement agencies, DOJ staff and the CLETS Advisory Committee on misuse using PowerPoint presentations or teleconferencing; and provide written responses to Public Records Act requests for annual CLETS misuse data.

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The ITA has primary responsibility for tabling mnemonics with appropriate access authorizations into the CLETS and CJIS tables, the Federal Bureau of Investigation's National Crime Information Center's (NCIC) and the International Justice and Public Safety Network (Nlets) tables for all law enforcement and criminal justice agencies in California, the hit confirmation tables and the Criminal Justice Information Systems (CJIS) Operations Portal. The ITA must independently analyze and troubleshoot client agency connectivity issues, error messages and routing problems by accessing various tables and diagnostic tools such as online monitors and archive searches; and coordinate resolution of issues resulting from errors originating from within CLETS.

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The ITA will formulate, coordinate and deliver education and communication to optimize the use of applied technologies using various instructional aids and communications media such as PowerPoint presentations and teleconferencing; and establish and maintain communication channels with CLETS subscribing agencies to ensure their understanding of CLETS and FBI policies and requirements and California law.

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Research and respond to information requests from the court, DOJ executive

Duty Statement
ITS II – ADB/CJISB/CSSS

management, generated by a Public Records Act request or any law enforcement partner in California.

I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee's Signature

Date

Supervisor's Signature

Date