

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

CURRENT

COMMAND/ORGANIZATIONAL UNIT Communications Infrastructure & Support Section/CAD Support Unit		DIVISION Information Management Division		
CIVIL SERVICE CLASSIFICATION TITLE Information Technology Technician (ITT)		BARGAINING UNIT R01	TENURE Permanent	TIME BASE Full-Time
POSITION NUMBER 388-048-1400-003		CURRENT DATE 04/08/2026		
DESIGNATED POSITION FOR CONFLICT OF INTEREST <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	CONFIDENTIAL DESIGNATION <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY		
		APPROVED BY		DATE

FUNCTION OF POSITION
Under the close supervision of the Information Technology Supervisor I, the Information Technology Technician (ITT) is responsible for working in the communications center installing and repairing hardware or peripheral equipment. Performs all functions necessary in support of the Computer Aided Dispatch (CAD) system, Local Area Network (LAN)/Wide Area Network (WAN), and other electronic computer systems used at the Golden Gate Communications Center (GGCC). Monitors CAD and troubleshoots issues. The ITT will functionally report to a designated Public Safety Dispatch Supervisor II for the Golden Gate Division Communications Center located in Vallejo, CA.

SUPERVISION RECEIVED
The Information Technology Technician (ITT) reports directly to and receives the majority of their assignments from the Information Technology Supervisor I. However, direction and assignments may also come from the Public Safety Dispatch Supervisor II.

SUPERVISION EXERCISED
N/A

WORKING CONDITIONS
Some travel may be required. May be required to be on-call nights and weekends. May be required to lift up to 25 pounds alone, or 100 pounds with another person.

SPECIAL PERSONAL CHARACTERISTICS
Ability to communicate and work with both technical and nontechnical customers, staff, and co-workers, and collaborate with various teams on multiple projects and tasks as assigned.

PERCENTAGE OF TIME PERFORMING DUTIES	Essential Functions
40%	Client Services: CAD Hub Coordinator for Hub 2. The ITT troubleshoots, tracks, conducts root cause analysis, provides configuration updates and provides user assistance for CAD within the Golden Gate Hub (Golden Gate Communications Center (GGCC), Oakland Traffic Management Center, Ventura, Monterey and San Luis Obispo Communications Centers). Provides map updates, utilizes Geographic Information Systems (GIS) within the CAD, to the GIS Support Unit for implementation.
35%	Client Services: Maintains all computer related equipment within GGCC including installation, troubleshooting, and repairing hardware. Resolves and responds to client incidents, or computer system problems (such as telephone system, reporting databases, CAD, and LAN). As the LAN coordinator for GGCC, which includes user support and instruction, writes assignments for the LAN based applications. Configures and/or modifies software programs in use at GGCC.
15%	Client Services: Provides Area tow officers and tow coordinator monthly tow reports, and attends annual Area tow service agreement meetings. Provides CAD or other computer systems managed reports as requested. Acts as system administrator for specialized software programs (such as the Area Information System) which includes rights assignment, maintenance of the employee database, and providing user support.
5%	Business Technology Management: Completes inventory for Communications Infrastructure & Support Section (CISS) CAD Unit. Receives Information Technology (IT) assets, validates assets against inventory and completes IT asset reports. When applicable, validates assets against purchase invoice.
	Non-Essential Functions
5%	Performs other duties within the scope of the classification, as assigned.

DUTY STATEMENT

Information Technology Technician (ITT)

CHP 129 (Rev. 5-19) OPI 097

388-048-1400-003

TOTAL 100%

The duties of this position are subject to change and may be revised as necessary. I have read and understood the duties listed above and I can perform these duties with or without reasonable accommodation. I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

PRINT EMPLOYEE'S NAME	EMPLOYEE'S SIGNATURE	DATE
-----------------------	----------------------	------

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE
-------------------------	------------------------	------