

DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
BUREAU OF CRIMINAL INFORMATION AND ANALYSIS
APPLICANT & RECORD QUALITY SERVICES BRANCH
APPLICANT SERVICES PROGRAM
FBI RESPONSE SECTION

JOB TITLE: Supervising Program Technician (SPT) III

POSITION NUMBER: 420-761-9926-009

INCUMBENT: Vacant

STATEMENT OF DUTIES: Under the general supervision of the Supervisor (SUP) I, the SPT III plans, organizes, directs and evaluates the work of Program Technician (PT) staff who perform complex work in the Federal Bureau of Investigation (FBI) Response Unit of the Applicant Services Program. The SPT III trains new personnel, prepares monthly utilization reports, monitors attendance, prepares probation and performance reports, and compiles monthly statistics. The SPT III must have extensive knowledge of applicant reporting criteria, the criminal justice process, legal and procedural restrictions on criminal history dissemination, and internal procedures for processing applicant fingerprint submissions. The incumbent must be knowledgeable in all personnel practices and maintain a work environment which is free of discrimination and harassment.

SUPERVISION RECEIVED: Reports directly to the Supervisor I.

SUPERVISION EXERCISED: Directly supervises PT level staff, as well as Student Assistant and Seasonal Clerk classifications.

TYPICAL PHYSICAL DEMANDS: Ability to sit at a computer terminal for extended periods. 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:

40% Plans, organizes, directs, and assigns work to the PT II and PT III staff who review and process national-level criminal history records and complex court documents. Monitors various queues of work in the Applicant Processor; adjusts staff assignments as necessary; responds to agency inquiries and work with the FBI regarding record transmission and processing problems; assists in resolving the most difficult record processing issues; works with IT staff to identify and monitor record processing issues; and maintains current knowledge and understanding of Applicant Processor changes and

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updates that affect FBI records and record transmissions. Ensures all PT II and PT III staff adhere to the statutory requirements that govern dissemination of criminal history record information.

- 25% Monitors the FBI Response Unit email box and responds to email inquiries from applicant agencies. Ensures emailed name check request forms are retrieved, documented and submitted for processing in a timely manner. Expedites legislative requests that are submitted through the email box. Ensures incoming disposition documents are retrieved and processed within established timeframes.
- 25% Interviews, hires, and trains new employees. Assesses training needs and develops staff; prepares probationary and performance reports; promotes upward mobility; counsels employees on work problems and career opportunities; ensures Family Medical Leave Act requests are submitted, processed and documented; and monitors attendance and maintains attendance records.
- 10% Compiles weekly and monthly production reports; attends meetings, responds to expedite processing requests, and assists in developing and implementing Division policy and Section procedures.

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 Signature

Date

Supervisor Signature

Date