

**DUTY STATEMENT**

CHP 129 (Rev. 5-19) OPI 097

PROPOSED

|   |   |   |                     |                        |
|---|---|---|---------------------|------------------------|
| COMMAND/ORGANIZATIONAL UNIT<br>Information Technology Section/Technical Services Group                              |   | DIVISION<br>Information Management Division               |                     |                        |
| CIVIL SERVICE CLASSIFICATION TITLE<br>Information Technology Associate  |   | BARGAINING UNIT<br>R01                                    | TENURE<br>Permanent | TIME BASE<br>Full-Time |
| POSITION NUMBER<br>388-041-1401-XXX   |   | CURRENT DATE<br>11/24/2025                                |                     |                        |
| DESIGNATED POSITION FOR CONFLICT OF INTEREST<br><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | CONFIDENTIAL DESIGNATION<br><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 general supervision of the Information Technology Supervisor II, the Information Technology Associate is responsible for functioning as part of a team of systems administrators and is responsible for the activities associated with the administration of California Highway Patrol (CHP) servers running primarily Microsoft Windows and Linux/Unix operating systems. These systems reside on physical, virtual, and Cloud infrastructure. Duties include system planning, installation, configuration, and security scanning and remediation; upgrading, installing, and supporting applications; system tuning; backups and restores; patching; documentation; proactively monitoring systems for performance; and troubleshooting across multiple instances (development, test, and production) for the Technical Services Group.

SUPERVISION RECEIVED  
The Information Technology Associate reports directly to and receives the majority of their assignments from the Information Technology Supervisor II. However, direction and assignments may also come from the Information Technology Manager I.

SUPERVISION EXERCISED  
N/A

WORKING CONDITIONS  
Some after hours as required. Some travel as required.

SPECIAL PERSONAL CHARACTERISTICS

| PERCENTAGE OF TIME PERFORMING DUTIES | Essential Functions  |
|--------------------------------------|--|
| 20%                                  | System Engineering: Installs, configures, maintains, and monitors CHP servers running primarily Microsoft and Linux/Unix operating systems in the development, test, and production environments under guidance from Information Technology Specialist (ITS) Is and IIs. The Information Technology Associate performs routine system monitoring, reviews system logs, and helps ensure storage and memory availability. Supports regularly scheduled audits and vulnerability scans and performs basic adjustments to optimize system performance. The Information Technology Associate assists with the development, implementation, and maintenance plans for functionality of physical and virtual servers, Storage Area Network, fabric switches, and enterprise backup systems. The Information Technology Associate assists in supporting Structured Query Language server functionality and the enterprise directory service components in the areas of identity and access management, directory services, work flow, security, provisioning, and compliance under the guidance of ITS Is and IIs. The Information Technology Associate monitors application and system logs to ensure system health and security; provides reports utilizing tools including, but not limited to, System Center, Windows logs, and Active Directory; performs system software level adjustments to optimize system performance; and analyzes the current technology environment to detect critical deficiencies and recommend solutions for improvement. Assists with documenting system configurations and changes. |
| 20%                                  | Information Security Engineering for the server environment: The Information Technology Associate supports database and server security operations by collecting and preparing data for electronic data collection and analysis. Monitors system logs and audit results for anomalies and escalates issues as needed. Assists in implementing security controls related to identity and access management, directory services, provisioning, compliance, and service accounts. Prepares security reports and recommendations for review by senior staff.   |
| 20%                                  | Business Technology Management: The Information Technology Associate assists in evaluating technical requests and provides support for infrastructure needs across departmental programs. Helps analyze business needs, gather requirements, and track service requests. Assists in the preparation of technical documentation including policies, procedures, standards,  |

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|              |   |
|--------------|---|
|              | checklists, and project justifications. Ensures service quality, system security, functional stability, and agility of the infrastructure meets evolving departmental business needs; analyzes enterprise business context trend strategies to support technical architecture. Provides support for vendor quotes, procurement activities, and asset management tracking.   |
| 20%          | Client Services: The Information Technology Associate responds to customer requests and incidents related to server operations and infrastructure. Collects information for troubleshooting and escalates complex issues to ITS Is and IIs and management. Provides follow up communication and status tracking. Assists in change management activities by documenting changes, performing routine server checks, and coordinating access requests. The Information Technology Associate will collaborate with the Software Development Group and Technology Infrastructure Section, Customer Services Group and Network Security Group. |
| 15%          | IT Project Management: The Information Technology Associate assists technical staff with planning, documentation, and implementation tasks. Helps coordinate meetings, update timelines, gather resource information, and document project progress. Supports project post implementation activities including lessons learned, metrics gathering, end user documentation, proposals, justifications, and bills of materials and purchasing quotes for procurement.   |
|              | <b><u>Non-Essential Functions</u></b>   |
| 5%           | Perform other duties, within the scope of the classification, as assigned.  |
| <b>TOTAL</b> | <b>100%</b>   |

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 |
|-------------------------|------------------------|------|