

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

CURRENT

COMMAND/ORGANIZATIONAL UNIT Information Technology Section/Software Development Group		DIVISION Information Management Division			
CIVIL SERVICE CLASSIFICATION TITLE Information Technology Associate		BARGAINING UNIT R01	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-041-1401-072		CURRENT DATE 02/07/2023			
DESIGNATED POSITION FOR CONFLICT OF INTEREST ☐ YES ☒ NO		CONFIDENTIAL DESIGNATION ☐ YES ☒ NO		FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY	
		APPROVED BY			DATE

FUNCTION OF POSITION

Under the general supervision of the Information Technology Supervisor I, the Information Technology Associate is responsible for providing support and assistance to several automation projects and assisting in the maintenance of California Highway Patrol (CHP) software applications for the Application Testing Unit. The Information Technology Associate is part of a project team and will assist with activities related to all phases of the Systems Development Life Cycle which includes gathering business requirements, development, testing and implementation of systems, interacting with users, performing analysis and design tasks, communicating user needs and testing results to the development team, preparing user documentation and training materials, creating training programs, and assisting with the planning of implementation of CHP software applications. The Information Technology Associate will also assist in the development of user manuals and preparation of project documentation and reports for the Software Development Group.

SUPERVISION RECEIVED

The Information Technology Associate 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 Information Technology Supervisor II.

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

Travel as needed.

SPECIAL PERSONAL CHARACTERISTICS

PERCENTAGE OF TIME PERFORMING DUTIES

Essential Functions

- 50% Client Services: Work with developers and users to identify user training needs and develop training materials, schedule training, and conduct training sessions with users as needed. Act as liaison to users to answer questions concerning the systems. Support software applications by providing timely responses to user issues reported through help desk tickets.
- 35% Software Engineering: Assist with system testing of data, processes, and testing techniques. Prepare test plans and scripts, perform test execution in a logical and consistent manner, and evaluate test results. Test modifications to databases and applications to ensure correct processing results. Prepare problem reports based upon the test results in a clear and concise manner. Coordinate activities for system implementation. Develop “go live” checklists to ensure all steps are completed. Ensure proper communication with management and users and coordination with other impacted groups as needed. Assist and prepare project documentation and develop templates for documenting projects. Update status reports. Prepare memorandums, information bulletins, and Communications Network messages.
- 10% Business Technology Management: Assist in performing analysis and design; preparing system requirements definitions; and documenting stakeholder, user system requirements, specifications including system design, system flows, and interface and data requirements. Analyze user requirements to produce a viable system design, accurate system flows, and concise reports. Analyze requests and prepare problem reports as appropriate for a complete range of system requirements. Research hardware and software requirements and coordinate/assist with procurement activities.

Non-Essential Functions

DUTY STATEMENT

Information Technology Associate

CHP 129 (Rev. 5-19) OPI 097

388-041-1401-072

5%	Other duties, within the scope of the classification, as assigned.
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
-------------------------	------------------------	------