

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

PROPOSED

COMMAND/ORGANIZATIONAL UNIT Communications Infrastructure & Support Section/CAD Support Unit		DIVISION Information Management Division			
CIVIL SERVICE CLASSIFICATION TITLE Information Technology Specialist I (ITS I)		BARGAINING UNIT R01	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-048-1402-002		CURRENT DATE 06/01/2026			
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 direction of the Information Technology Supervisor II, the Information Technology Specialist I (ITS I) is responsible for specialized advanced support for the Department's Computer Aided Dispatch (CAD), Mobile Digital Computer (MDC), and desktop infrastructure. The ITS I will identify, manage, and propose technical solutions, tasks, and Information Technology (IT) resources. The ITS I performs a wide variety of tasks requiring regular innovative problem-solving within broadly stated and non-specific guidelines. Performs effectively in a fast-paced environment with constantly changing priorities for the Department.

SUPERVISION RECEIVED

The Information Technology Specialist I (ITS I) 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 Commander.

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

Travel may be required. May be required to be on-call nights and weekends. May be required to lift 25 pounds alone or up to 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 multidisciplinary teams on multiple projects and tasks as assigned.

PERCENTAGE OF TIME PERFORMING DUTIES

Essential Functions

35%	System Engineer: Designs, administers, and supports enterprise server environments and Active Directory infrastructure, including Windows Server, user and group management, Group Policy, DNS, and authentication services. Performs system maintenance, monitoring, security patching, troubleshooting, and security administration to ensure availability, performance, and compliance. Supports backup, disaster recovery, documentation, and infrastructure projects, and provides escalation-level technical support as needed.
20%	System Engineer: Problem resolution, including the diagnosis of operating system issues and developing appropriate software modifications to correct problems. Liaisons with CAD vendor systems engineers to resolve the technical system problems. Develops and sustains cooperative working relationships with project stakeholders through all project phases. Prepares technical documentation related to the CAD web and related projects. This includes detailed user analysis, design, and program specifications, interface requirements, and systems documentation (including management status and technical reports). Contacts IT staff, vendors, and external entities to coordinate problem solving and ensure conformity of methods and practices, utilizing proven industry best practices. Contacts users to discuss business and system
20%	System Engineer: Performs complex systems design and programming, oversight, research, and maintenance of hardware, software, and Wide Area Network system interfaces for the CHP's most mission critical applications, such as CAD and CAD Web related systems. Ensures that system capacities are optimized for system performance and meet expanding business requirements for CHP. Develops and maintains software documentation for each phase of the systems development life cycle to ensure maintainability. Develops and maintains software product documentation.
15%	System Engineer: Provides technical direction for CAD, system related interfaces, and web interfaces. Supports various applications such as California Law Enforcement Telecommunications System (CLETS) Electronic Record Tracking and CLETS Training and Record keeping System. Participates in team assignments to evaluate new desktop infrastructure and cloud technology and improved applications and/or procedures to optimize the systems utilized by the field for both Mobile Digital Computers and Dispatch CAD workstations technical reports. Contacts IT staff, vendors, and external entities to

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	coordinate problem solving and ensure conformity of methods and practices, utilizing proven industry best practices. Contacts users to discuss business and system requirements, contractors to provide oversight, and vendors to discuss existing or new technology.
5%	Client Services: Conducts training for other CAD Unit support staff, users, field and Division level coordinators in the various skills pertaining to CAD. Applies CAD technology to non-technical law enforcement users at the officer level. Liaisons with allied agencies, public, and media users to support content development, enhancements, and modifications for external facing CAD web pages. Maintains and updates CAD Support Unit manuals, policies, and procedures. Occasionally moves equipment either alone, up to 25 pounds, or with another person up to 100 pounds, and may be required to open equipment and replace parts as directed. Requires availability to respond to reported problems on a 24/7, 365 days per year basis. Travel may be required.
	<u>Non-Essential Functions</u>
5%	Performs 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
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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
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