

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052

PROPOSED

COMMAND/ORGANIZATIONAL UNIT Technology Infrastructure Section/Network Support Unit		DIVISION Information Management Division			
CIVIL SERVICE CLASSIFICATION TITLE Information Technology Associate		BARGAINING UNIT R01	TENURE Limited-Term	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-043-1401-958		CURRENT DATE 06/08/2026			
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 general supervision of the Information Technology Supervisor II, the Information Technology Associate is responsible for acting as an entry level technician in the management, support, maintenance, and optimization of the California Highway Patrol’s (CHP) wide area network (WAN) infrastructure.

The Information Technology Associate is expected to maintain a broad knowledge and understanding of network fundamentals in troubleshooting, researching, and resolving problems on network equipment, both hardware and software.

The Information Technology Associate is responsible for the installation and/or relocation of equipment and may be required to troubleshoot and install replacement parts. The Information Technology Associate operates various types of information technology (IT) equipment on a daily basis, including a workstation and WAN-related test equipment in support of CalCrash for the Technology Infrastructure Section/ Network Support Unit.

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

SPECIAL PERSONAL CHARACTERISTICS

PERCENTAGE OF TIME PERFORMING DUTIES	
40%	<u>Essential Functions</u> CLIENT SERVICES: The Information Technology Associate is expected to interact in all things networking for the Department. The Information Technology Associate will need to be able to: Provide support in enterprise network architectures, network monitoring and management systems, troubleshooting techniques, and routing/switching protocols; install and maintain network equipment and software in all CHP locations, including routers, switches, wireless access points, power distribution units, network cables, and other network-related devices; assist in performing network configurations and Internetwork Operation System deployment and release management activities; maintain network documentation to ensure maintainability, including technical specifications, network equipment installation, configuration, and other network-related documentation; maintain standards, procedures, and controls to ensure proper installation, configuration, maintenance, security, reliability, and availability of network devices; maintain network standards consistent with industry standards; work and coordinate with vendors in troubleshooting hardware and software problems; provide problem resolution by performing analysis of reported network failures via users, using measuring and diagnostic tools to test and administer network equipment and ensure the customer is kept abreast of the status of the reported problem; follow-up with clients to ensure problems have been satisfactorily and thoroughly resolved; work with other technical staff in order to successfully resolve problems; maintain consistent and regular attendance; and resolve problems or refer those of a more complex nature to an Information Technology Specialist I for resolution and complete resolution documentation needed for help tickets in support of CalCrash.
35%	SOFTWARE ENGINEERING: The Information Technology Associate is expected to maintain networking technology solutions. The Information Technology Associate will need to be able to: Understand network circuit plans; have a broad

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	knowledge and understanding of networking fundamentals in troubleshooting and research; resolve problems on network equipment, both hardware and software and work directly with users, vendors, and consultants; perform configuration deployment and release management activities; implement network configuration solutions; implement network configurations that adhere to organizational enterprise architecture ensuring secure, reliable, and accessible solutions; and assist on projects with network integration through a broad understanding of CHP's networks, servers, and IT architecture in support of CalCrash. The Information Technology Associate is responsible for the installation of wireless equipment and software in statewide locations. Assist with installing, supporting, and maintaining new wireless hardware and software infrastructure. Other responsibilities include the configuration and testing of equipment and software before installation.
20%	BUSINESS TECHNOLOGY MANAGEMENT: Assist in the formulation of business cases, feasibility studies, and research analysis reports related to network technology endeavors; attend meetings to help users identify business and technical requirements for proposed network modifications or technology requirements in support of CalCrash. Prepare appropriate purchase requests and compile and maintain a comprehensive list of equipment and software being ordered, received, and installed statewide in support of CalCrash.
	<u>Non-Essential Functions</u>
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
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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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