

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE:	CLASSIFICATION: Information Technology Associate	HEADQUARTERS: PSC Campus
PROGRAM/UNIT: Public Safety Communications / Radio Communications / Multi- Agency Communications Systems Program	POSITION NUMBER: 163-710-1401-005 / 61434	CBID: R01
TENURE: Permanent	TIME BASE: Full-Time	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: ☐ 6 Mos. ☒ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Information Technology Supervisor II	CONFLICT OF INTEREST CATEGORY: ☐ Yes ☒ No	DMV PULL PROGRAM: ☐ Yes ☒ No

1. SUPERVISION RECEIVED:
The Information Technology Associate (ITA) is under general supervision of an Information Technology Supervisor II (IT Sup II).

2. SUPERVISION EXERCISED:
N/A

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):

- Work schedule is Monday – Friday.
- Daily use of a personal computer and related software applications at a workstation.
- Occasional work in lab environments, remote facilities, and communications centers.
- Occasional travel in an automobile, commercial aircraft and public transportation.

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
This position requires professionalism in dealing with California Governor's Office of Emergency Services (Cal OES) department managers/supervisors/employees, other state/local agencies, and federal government to provide technical information, to solve information technology problems, discuss operational business needs and system requirements.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
The consequences of error would impact the Cal OES's ability to recover fees for services performed. Timely completion of the duties performed by the ITA are critical to Cal OES's ability to meet schedules, budget requirements, and deliverables of mission critical communication technology projects.

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:

May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers)). May be required to participate in emergency drills, training, and exercises.

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

The Multi-Agency Communications Systems Program serves as an interface between the Cal OES and the public safety agencies it supports for communications services. The Radio Communications Branch oversees service intake, project management, and the organizational processes that facilitate Cal OES's service delivery. The ITA works as a "Project Analyst" and is responsible for providing program management and client coordination to Public Safety Communications (PSC), Cal OES and the public safety agencies it serves. The incumbent will independently plan, implement, and monitor less complex projects, execute processes, as well as assist Project Managers on the most complex public safety projects to support Cal OES's service delivery.

All Information Technology (IT) Series positions and duties are reviewed by the California Office of Emergency Services (Cal OES) Chief Information Officer (CIO) to ensure compliance with State Administrative Manual (SAM) and Government Code.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
30%	Ensures the scope, cost, and schedule of moderately complex communication technology projects are met. Conducts research, gathers data, and analyzes communication technology project information to determine the best solution and course of action to develop project plans that meet the client's needs. Performs technical analysis of proposed communication technology solutions to identify project risks and participates in the development of mitigation strategies to reduce or eliminate project issues. Works with technical personnel within a project team to develop work breakdown structures required to implement a project including: the description of the tasks to be performed, task durations, resources, and labor needed to complete the project. Acts independently with flexibility and tact to acquire resources to implement assigned communication technology projects. Comprehends technical documents, including work packages and drawings, to interpret specifications, system implementations, capabilities, dependencies, and compatibilities of communication technology projects. Monitors assigned projects to identify and analyze any variance to scope, schedule, or cost. Acts independently and with technical personnel to develop change orders that capture and communicate variances in assigned projects' scope, schedule, and cost. Ensures proper project close-out has been completed by personnel assigned to projects, including that project deliverables have been accepted by the client, updating the system diagrams has been completed, subprojects and work orders have been completed, databases have been updated, and project records are retained according to Cal OES's procedures and guidelines.
30%	Ensures the timely delivery of communications technology projects. Acts independently to execute Cal OES's organizational processes including work order scheduling, Cal OES organizational form processing, coordinating field work commitments, and coordinating equipment staging and delivery. Utilizes Cal OES's software tools and business applications to create electronic project records and accurately maintain project data for assigned projects which includes tasks schedule updates and resource assignments. Monitors, tracks, and updates the electronic project files with the most current project documentation and forms. Conducts research, gathers data, and analyzes engineering and field technician commitments to assist Cal OES's management in the best allocation of resources to meet program priorities.
15%	Serves as a technical liaison and program management subject matter expert for assigned communication technology projects. Communicates effectively verbally and in writing as appropriate customized to the needs of the audience. Independently schedules and facilitates periodic project meetings with clients to discuss project status, including scope, schedule, budget, and risks. Utilizes Cal OES's software tools and business applications to gather, organize, and prepare statistical reports for clients.
10%	Ensures proper cost recovery and billing for communication technology projects rendered to public safety agencies. Records and maintains assigned projects' subprojects, tasks, and data. Creates records and fields to capture parts and contracts expenses as well as resources and labor expenses. Monitors assigned projects' budgets to provide regular status reports. Captures all billable service and labor for assigned projects to ensure accurate invoicing to clients.
10%	Manages and coordinates the staging, delivery, and installation of telecommunications, electronics, and information technology equipment being prepared for the largest and most complex project installations statewide. Schedules and facilitates staging reviews of project equipment with engineering and technical staff. Interprets and explains technical information related to communication technology projects to non-technical clients. Verifies

	and approves documentation for telecommunication and information technology projects, including parts list (build of material lists) for all project parts and equipment being staged to prevent any delays with implementing the project, which include selection of vendors and/or service providers. Ensures that the services rendered remain cost effective solutions to the clients' operational needs.
<i>Percent of Time</i>	MARGINAL FUNCTIONS
5%	The incumbent will perform other job-related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not be limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, Empower time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and attendance at staff meetings.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	☐	☐	☐	☒	☐
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☒	☐	☐
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☒	☐	☐	☐
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☒	☐	☐	☐
SITTING: At a computer terminal or desk; conferring with employees.	☐	☐	☐	☐	☒
STANDING:	☐	☒	☐	☐	☐
BALANCING:	☐	☒	☐	☐	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☐	☐	☒	☐
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☒	☐
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	☐	☐	☐	☒	☐
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☒	☐	☐	☐	☐
KEYING: Pushing buttons on telephone; typing; copying.	☐	☐	☒	☐	☐
REACHING: Answering phones.	☐	☒	☐	☐	☐

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
CARRYING: Distributing mail; reports; stocking supplies.	☐	☒	☐	☐	☐
CLIMBING: Stairs	☒	☐	☐	☐	☐
BENDING AT WAIST:	☒	☐	☐	☐	☐
KNEELING:	☒	☐	☐	☐	☐
PUSHING OR PULLING:	☐	☒	☐	☐	☐
HANDLING: Documents, manuals	☐	☒	☐	☐	☐
DRIVING:	☐	☒	☐	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☒	☐
WORKING INDOORS:	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☒	☐	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☐	☐	☐	☐	☒

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title