

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT – INFORMATION TECHNOLOGY

☐ PROPOSED

☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM ENTERPRISE INFORMATION SERVICES		POSITION NUMBER (Agency-Unit-Class-Serial) 065-628-1402-074			
DIVISION / UNIT Enterprise Information Services- IT Customer Service and Field Operations		CLASSIFICATION TITLE INFORMATION TECHNOLOGY SPECIALIST I			
		WORKING TITLE IT FIELD SUPPORT SPECIALIST			
		TIME BASE / TENURE FULL TIME / PERM	CBID R01	WWG E	COI Yes ☐ No ☒
LOCATION CDCR Adult Institution West Cecil Avenue, Delano, CA		INCUMBENT EFFECTIVE DATE 07/20/2026			
CDCR'S MISSION, VISION and COMMITMENT					
Mission To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment. Vision We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs. Commitment CDCR and CCHCS are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities. CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.					
DIVISION OVERVIEW					
Enterprise Information Services (EIS) is the catalyst that drives transformation. We enhance safety, enable rehabilitation, and drive operation efficiency. EIS provides a full range of information technology (IT) services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation, and support.					
GENERAL STATEMENT					
Under direction of the Information Technology Supervisor II, the Information Technology Specialist I (Incumbent) is a member of a multi-disciplinary team consisting of technical support analysts. The position performs independently, with minimum supervision, and is responsible for support of advanced personal computing and end user device(s) support, pc management tools, and network connectivity at the assigned site(s). Assigned to locations to include, Prison Facility, Institution, Office, teleworking, or possibly hybrid.					
INFORMATION TECHNOLOGY DOMAINS – PLACE AN "X" ON ALL APPLICABLE DOMAINS					
X	Business Technology Management	X	Client Services	X	Information Security Engineering
X	Information Technology Project Management		Software Engineering	X	System Engineering
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.				

35%	Problem Disruption and Resolutions Responds to complex customer information technology requests received via telephone, application work orders, and e-mail or escalated by 1st or 2nd level IT staff. Supports customers experiencing hardware, software, and network problems of moderate complexity. Monitors network devices using network monitoring tools to identify possible outages. Assists team in root cause analysis to implement or recommend implementation of solutions to customer reporting production problems. Makes recommendations regarding incident control/problem management process improvements based on analysis of current process and service delivery targets. Answers customer calls requesting new services and directs work orders to appropriate servicing unit for resolution. Verifies customer satisfaction and completion of service request then closes the tracking record. Communicate with EIS technical staff, product and service lines to escalate technical issues, working effectively with all levels of EIS staff including external contractors, and service providers such as control agencies and other departments.
30%	IT Program Support Duties Participate as a project team member and contributes to other program area meetings to assess customer needs and program requirements. The incumbent must effectively communicate technical information including those customers considered to be non-technical and facilitate communication back through the EIS chain of command. Performs the duties remotely and/or onsite (which may require travel) with respect to IT concepts, embracing the use of IT best practices, methods, principles and prescribed standards. Provide after-hours support of technical systems may be required due to emergency operational need. Specializes in local system administration/operation, as well as applying concepts relative to system, application and network components in designing, implementing and evaluating long term, complex information technology systems. Leads and performs equipment relocation, tracking inventory, surveying (surplus) old IT equipment, and customer support. Assists in preparing IT training documents, conducts one on one and group setting trainings to customers and IT peers. Performs competently as a leader or as a team member in a multi-discipline team environment, as appropriate. Maintain State budgeting processes, legislative and administrative procedures, procurement documents. Lead on licensing issues and the roles and responsibilities of oversight and regulatory agencies. Networking and interfacing effectively with external entities, technical personnel, and upper management.
15%	Leadership and Responsibilities Acts as a project lead, makes presentations, trains new employees, coordinates work assignments, and innovates new ideas for quality customer support. Leads the auditing of all systems for accuracy and approved usage of the computers. Functions as a temporary back up in non-Supervisory duties to the Supervisor when absent; to include but not limited to: leads team, communicates to all parties (site Executives, CSFO Regional Manager) attends meetings, Information Security Coordinator tasks, and assist with work delegation. Refers all critical Supervisory issues to Regional Manager when in a back-up role.
15%	Document and Reporting Develops, revises, and post desk procedures and manuals. Develops work plans and proposals. Provides status reports and workload data to management as requested. Prepares ad-hoc reports. Reporting/logging of assigned vehicles/golf cart usage, maintenance, and care as procedures dictate.
5%	Training Participates in formal and informal training programs to strengthen analytical skills and enhance knowledge of software tools and packages which would prove beneficial to end-users.
SPECIAL PERSONAL CHARACTERISTICS	
• Influence, change, and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts through observation and building rapport.	

- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.

SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all incarcerated individuals, visitors, nonemployees and employees shall be made aware of this.

CONSEQUENCE OF ERROR

- The consequence of error at the Specialist I level may result in loss of data, user dissatisfaction, and impact to the organization, project, or work unit, and related support units. Consequences include operational down time, loss of business continuity, and poor customer service and performance.

To be reviewed and signed by the supervisor and employee:

EMPLOYEE'S STATEMENT:

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE

SUPERVISOR'S STATEMENT:

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE