

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 064-032-1401-XXX				
UNIT NAME AND CITY LOCATED Information Technology Services Division		CLASSIFICATION TITLE Information Technology Associate				
		WORKING TITLE Field Support Staff				
		COI Yes ☐ No ☐	WORK WEEK GROUP 2	CBID R01	TENURE	TIME BASE
SCHEDULE (Telework may be available): _____ AM to _____ PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO				
INCUMBENT (If known)		EFFECTIVE DATE				
California Department of Corrections and Rehabilitation (CDCR)/ California Correctional Health Care Services (CCHCS) values all team members. We work cooperatively to provide the highest level of health care possible to a diverse correctional population, which includes medical, dental, nursing, mental health, and pharmacy. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR/CCHCS mission.						
PRIMARY DOMAIN:		Client Services				
Under the general supervision of the Information Technology (IT) Supervisor II, the Field Support Staff, provides IT support for California Correctional Health Care Services (CCHCS) staff within an institutional environment. Duties include day to day desktop, application and network support, project implementation and activities necessary to ensure successful delivery of services to the customer, in support of Information Technology Services Division (ITSD) Field Operations, Client Services. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior, and work cooperatively with others. Travel to institutions and after hours support of CCHCS software applications and systems may be required, due to operational need.						
% 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. (Use addition sheet if necessary)					
ESSENTIAL FUNCTIONS						
40%	Plans, coordinates and advises on IT work efforts to resolve technology problems. Works within a team to maintain hardware, software and applications such as the Electronic Health Record System (EHRS), necessary to provide a reliable, secure, and productive environment for CCHCS network and desktop systems, mobile devices, peripherals and other IT equipment, including medical equipment with IT components, used throughout the Department. Provide complex technical support and guidance for CCHCS staff at assigned office locations. Install and troubleshoot Microsoft (MS) operating systems, e.g., Windows 7 and 10, and MS Office productivity software, Office 365 and 13. Acts as a technical team member for Wide Area Network (WAN), Local Area Network (LAN), and infrastructure initiatives. These functions include, but are not limited to: installing and decommissioning network equipment; participating in development of project requirements, analysis, general design, development, testing, implementing, and maintaining the daily operational readiness of the existing network infrastructure software, hardware, systems; utilizes monitoring, distribution, scanning, diagnostics reporting tools, security and file backup tools, and installs patches. Monitors and analyzes workstation and network performance, and availability. Runs diagnostic utilities to detect hardware or network problems. Analyzes and troubleshoots IT connectivity issues. Maintains accurate system documentation, including Asset Inventories, and					

	other management required documentation using electronic tools and utilities. Maintains Enterprise Standards for hardware and software resources. Provides Incident and Problem Management activities, utilizing the IT Service Management tool. Visits CCHCS staff offices and views their operations to better understand constraints and needs, and trains users.
30%	Utilizes MS Active Directory to establish user file, folder access rights; maintains account passwords. Manages institution file, print servers and services; creates and maintains user accounts and objects. Participates in project integration activities and provides status reports to supervisor. Reviews project plans and proposal development with various stakeholders. Develops technology solutions, methodologies and standards for Program customers. Adheres to and enforces policies, rules, and regulations relating to technology use. Develops and conducts technology training programs, and provides support to users with various software applications and related hardware, web pages, mobile computer and telephony devices, audio visual equipment, and other peripheral equipment. May provide training to team members on IT processes and procedures. Follows data security policies and best practices.
20%	Coordinates moving, installation and setup of computers, audio visual, cellular, and peripheral equipment. Loads and installs software. Evaluates, processes, and coordinates the disposition of outdated equipment (reassign or surplus). Coordinates the activities of technical personnel, such as vendors or contractors.
5%	Follows-up with customers to ensure a high quality level of support and understanding of healthcare processes and procedures in the use of information technology solutions in a clinical environment. Maintains detailed continuity guides, processes and procedures that are reviewed and approved by the supervisor.
5%	Other duties as required.
	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> Information technology concepts, practices, and principles to provide a foundation for technology related work. Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes, the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques, and data administration techniques and best practices. <i>Ability to:</i> Perform research and data gathering; analyze information and evaluate results to choose the best solution and solve problems; communicate effectively verbally and in writing as appropriate for the needs of the audience; utilize reporting tools to develop and analyze statistical reports; interpret and explain technical information to non-technical individuals; interpret customer requests to meet service needs and resolve problems; provide customer service; work cooperatively with staff at all levels; proficiently use computers and productivity software; and understand and align technology proposals with business needs. Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to

perform statistical analysis and report outcomes; Wide and Local Area Network components and troubleshooting methods.

DESIRABLE QUALIFICATIONS

Knowledge of: Principles, practices, and trends of IT administration, management, training and supportive staff services; MS Windows, MS Office Suite, Information Technology Service Management (ITSM), Information Technology Infrastructure Library (ITIL) and System Development Life Cycle (SDLC) best practices; Experience in information technology systems study and design, which shall have included responsibilities such as installing, evaluating, and maintaining desktop computer software in conjunction with information technology network systems; and PC and mobile desktop and Network system administration practices and standards, along with a comprehensive understanding of CCHCS business needs.

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Ability to: Influence and motivate individuals and teams working toward mutual goals which have basic cooperative attitudes; multitask; meet critical deadlines; work independently and in a team environment; communicate effectively verbally and in writing within technical and non-technical staff and management; work outside normal business hours when required; prioritize work and execute on critical tasks in a timely manner; perform client restoration; support current backup technology to address hardware/software configuration, updates, enhancements and/or failures; maintain and update existing Hardware Device and Software installation/configuration in alignment with Business Requirement Deliverables and Detailed Design Deliverable documentation; maintain and update policies; and conduct device performance analysis to ensure system performance is maintained/increased as necessary.

Ability to: Analyze and troubleshoot IT hardware and software systems and components; work under pressure; prepare accurate and effective reports; coordinate the activities of technical personnel; balance concurrent assignments and complete assigned projects and tasks at a level commensurate with the position classification.

The incumbent is required to demonstrate knowledge of PC and mobile desktop and Network system administration practices and standards, along with a comprehensive understanding of CCHCS business needs. The incumbent is required to balance concurrent assignments and complete assigned projects and tasks at a level commensurate with the position classification.

OTHER DOMAINS

SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT

- CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be

made aware of this.

SPECIAL PHYSICAL CHARACTERISTICS

Persons appointed to this position may be reasonably expected to exert up to 50 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time but may involve walking or standing for brief periods of time.

Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, inmates, or the public.

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.
- 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.

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE