

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) 065-628-1401-063			
DIVISION / UNIT Enterprise Information Services- IT Customer Service and Field Operations		CLASSIFICATION TITLE INFORMATION TECHNOLOGY ASSOCIATE			
		WORKING TITLE IT FIELD SUPPORT ASSOCIATE			
		TIME BASE / TENURE FULL TIME/ PERM	CBID R01	WWG 2	COI Yes ☐ No ☒
LOCATION CDCR Adult Institution Main Street, San Quentin, CA		INCUMBENT EFFECTIVE DATE 08/18/2026			
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 general supervision of the Information Technology Supervisor II, the Information Technology Associate (Incumbent) at a journeyman level, will participate in a wide variety of consultative, analytical, and evaluative assignments for development, procurement, implementation, maintenance, and support of the Institution's Information Services.					
INFORMATION TECHNOLOGY DOMAINS – PLACE AN "X" ON ALL APPLICABLE DOMAINS					
X	Business Technology Management	X	Client Services		Information Security Engineering
	Information Technology Project Management	X	Software Engineering		System Engineering
% of time performing duties 25%		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.			
		Problem Disruption and Resolutions Support application system users as requested. Provide desktop support by resolving complex problems. Support customers experiencing network problems and hardware problems of routine nature and escalate when necessary. Identify root cause analysis and provide recommendations and/or solutions to production problems.			

	Analyze and create new incident control/problem management procedures. Initiate, update and resolve user tickets using standard incident tracking tool. Visit user offices (which may require travel) and ensure services provided meet user needs. Travel to institutions and sites, provide after-hours support of technical systems may be required due to emergency operational need. Install and upgrade of hardware and software to meet departmental standards. Review departmental procedures and ensure data integrity. Communicate with EIS technical staff to escalate technical issues and work effectively with all levels of EIS staff including external service providers.
25%	Application Software Maintenance/Development Implement modification requests and resolve related problems of the routine nature. Identifies problems in application software, determines solutions based on root cause analysis. Conduct analysis of system requirements and user specifications. Participate in hardware and software procurement and implementation. Prepare application system and user documentation.
15%	Technical Liaison Review plans, designs, and system specifications developed by other project teams, to develop technical expertise and to identify necessary interfaces with assigned project. Prepare, present, and attend walk-throughs. Ensure proper communication between IT Teams and non-technical site business management and customers. Participate in disaster recovery planning and testing.
10%	Training Develop, schedule and implement ongoing formal and informal training programs for systems users to strengthen analytical skills and enhance knowledge of software tools and packages. Training may occur remotely, in person, over the phone or video conferencing.
10%	Audits and Maintenance Participate in audits of all CDCR approved systems for accuracy and approved usage of IT equipment. Regularly inspect all desktop areas for security violations and accurate inventory accounting. Work concurrently with other staff in the preventive maintenance program on information systems to reduce downtime.
10%	Documentation, Inventory, and Reporting Provide workload and status reports to supervisor and lead IT Staff. Participate in preparation of project plans and proposals. Update hardware and software inventory as needed. Document and maintain operational procedures, user guides, and troubleshooting documents. As applicable, reporting/logging usage, condition of assigned vehicles/golf carts, schedule maintenance, and care as procedures dictate. Report discovered security issues, hardware, data, etc for escalation.
5%	Other IT Program Support Duties Attend mandatory training classes.

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 Associate level may result in loss of data, user dissatisfaction, and impact within the immediate organization, office, project, or work unit, and related support units.

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

Department of Corrections and Rehabilitation
Information Technology Associate
Essential Functions

Under general supervision of the Information Technology Supervisor II, the Information Technology Associate (ITA) will participate in a wide variety of consultative, analytical, and evaluative assignments for development, procurement, implementation, maintenance, and support of all automated information systems. The ITA will participate in the modification and enhancement of application programs. Responsibilities will include participation in the analysis of user needs, systems analysis, functional and detailed design, documentation, testing, installation activities, evaluation, user support, and training. The incumbent may also prepare work plans, written reports, and presentations. Travel to institutions and after hours support of technical systems may be required due to operational need. The Information Technology Associate must be able to perform the following essential functions:

ADMINISTRATIVE TASKS

- Ability to work 40 hours per week, Monday through Friday, during set work hours, and work irregular hours and/or, over 40 hours per week in emergency situations or to accomplish specific work.
- Work voluntary and mandatory overtime as required to meet the needs of the institution/program.
- Maintain regular and reliable attendance, be punctual, and complete the workday and workweek in accordance with the position requirements.
- Work in any correctional institution regardless of level of security, acuity, or population gender, including, but not limited to inside housing units and clinical environments.
- Ability to support application system users as assigned.
- Ability to be supervised by assigned supervisor or manager.
- Ability to operate computer programs and other office end user devices such as but not limited to scanners, fax machines, telephones, printers, and video cameras.
- Communicate with EIS technical staff to escalate technical issues and work effectively with all levels of EIS staff including external service providers.
- Communicate effectively, verbally, electronically, and in writing. Provide quality in-person customer service to internal (staff, institutions, etc.) and external customers.
- Regularly coordinate and support deployment and maintenance of personal computers.
- Follow verbal and written instructions.
- Function professionally under highly stressful circumstances to accomplish common tasks.
- Remain conscious, alert, and focused to effectively evaluate and respond to dangerous or emergency situations to maintain a safe and secure environment for self and others and anticipate problems.
- Implement modification requests and resolve related problems of routine nature.
- Review plans, designs, and system specifications developed by other project teams, to develop technical expertise and to identify necessary interfaces with assigned project.
- Attend mandatory non-custody In-Service Training and On-the-Job training annually.

Department of Corrections and Rehabilitation
Information Technology Associate
Essential Functions

PHYSICAL TASKS

- Traversing work site locations and performing duties within the vicinity of the incarcerated population.
- Lifting/Carrying/Push/Pull: Occasionally lifts computers, laptops, and printers up to 50 pounds.
- Move from one location to another: Frequently, which may include walking in the office building on uneven, sometimes rough terrain, traveling up and down ramps, slopes, or stairs.
- Kneeling/stooping/squatting: Occasionally squats or stoops when accessing IT equipment/cables under a counter, desk, or cabinet.
- Observe and react to hazards, warnings, alarm, sirens, flashing lights, voice commands, and hand signals.
- Work under a variety of adverse weather conditions such as extreme heat, cold, rain, wind, and dust, possibly for extended periods of time.
- Bending/Twisting at the neck and waist: Frequently.
- Sitting: Constantly.
- Standing: Occasionally.
- Reaching above shoulder: Occasionally.
- Reaching below shoulder: Frequently.
- Power grasping: Occasionally.
- Handling (holding, light grasping): Constantly.
- Hand/Wrist and Fine Finger movement (pinching, picking, twisting): Constantly.
- Use of office end user devices to include but not limited to fax machines, scanners, printers, web cameras, keyboards, mice, telephones, screw drivers: Constantly.
- Driving: Occasionally.
- Exposure to dust, gas, fumes, or chemicals: Occasionally.

Employee - PRINT

Employee – SIGNATURE Date