

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) 065-628-1404-024			
DIVISION / UNIT Enterprise Information Services- IT Customer Service and Field Operations (CSFO)		CLASSIFICATION TITLE INFORMATION TECHNOLOGY SUPERVISOR II			
		WORKING TITLE IT FIELD SUPPORT SUPERVISOR			
		TIME BASE / TENURE FULL-TIME/PERMANENT	CBID S01	WWG E	COI Yes ☒ No ☐
LOCATION CDCR Adult Institution Highway 101 North, Soledad, CA		INCUMBENT		EFFECTIVE DATE 07/03/2026	
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 direction of the Information Technology Manager I, the IT Supervisor II (incumbent) will perform lead and supervisory functions, over a multi-disciplinary technology team(s) at assigned to locations to include, Prison Facility, Institution, Office, teleworking, or possibly hybrid. The incumbent will act as the primary intermediary between the Regional Manager, EIS, and the customer Site.					
INFORMATION TECHNOLOGY DOMAINS – PLACE AN “X” ON ALL APPLICABLE DOMAINS					
X	Business Technology Management		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%	Team Supervision				

Provides leadership and direction to the IT support staff in workload management. Performs IT team position's personnel management within the respective area to include recruitment, applying progressive discipline concepts, set and monitor performance expectations. Aids in IT Staff mentorship, skill development, and training (OJT, classroom, etc). Assists in budgetary, contractual, and administrative requirements; Identifies and apply requirements of oversight and regulatory agencies; acts as technical advisor to the IT Field Staff, site Executives & Managers. Cooperates with the owners of EIS and service lines (application development, database, operations, etc.) to troubleshoot and resolve problems encountered in the field. Creates and implements policies, standards and procedures; conducts seminars, conferences, and presentations; implements and adheres to service level agreements; develops contingency plans; documents workstation/mobile device configuration standards; makes application, production and operation presentations to management; develops impact assessments of proposed executive and legislative changes. Responsible for planning, and implementing projects, studies and other work independently that relates directly to customer field support activities. Provides administrative direction to the IT Field Support Staff with assignments in terms of broadly defined mission and objectives. Manages the problem resolution process within a CDCR Institution or Facility. Assign and coordinate the work related to service disruptions and incidents, equipment installation, the enforcement of workstation and software standards, asset inventory management, problem management, reporting, and mobile (wireless) device administration as well as personnel related administration.

35%

Operations (routine tasks and activities)

Coordinates and controls the implementation of customer support, desktop/mobile device support, and network administrative support services in the CDCR Facilities. Expectation is that the supervisor will provide direct technical remote and/or onsite support (which may require travel) to CDCR employees alongside the assigned IT field support staff. Provide after-hours support of technical systems may be required due to emergency operational need. This position oversees the problem management process and escalates issues to appropriate EIS servicing units; collects, monitors and reports costs, schedules, and benefits for department customer support, production, operations and desktop support services and projects. Provide metrics on services to support service level agreements; composes and/or reviews network communication alerts, disruptions, and planned outages; develops, tests, and implements customer support center services and related procedures. Generates workload and status reports using the Department's IT workload tracking tools. Conducts, reviews, and tests training materials associated with Information Technology System Administrator requirements; and prepare/reviews status reports on various assigned projects. At the expert level incumbent demonstrates true proficiency with respect to data processing concepts, practice, methods, and principles along with an in-depth understanding of, and currency with respect to evolving industry trends and standards. Reporting/logging of assigned vehicles/golf cart usage, maintenance, and care as procedures dictate. Serves as the site Information Security Coordinator when required. The incumbent partners with site and program Executives not limited to Wardens, Associate Wardens, Directors, and Managers. Ensures regular communication and reporting between business site Executives and CSFO Management.

30%

Methodologies, Standards, Training and other

Meets with CDCR executives, management, and staff to formulate organizational processes, strategic plans, operational practices, system modernization planning and coordination and funding for the EIS. Participates in the formulation of policies for project initiation. This position develops methodologies and standards for systems development, implementation, and maintenance. Participates in division and section meetings and other activities as required. Performs or directs troubleshooting of complex problems in production environment. Requests system changes through the change control and configuration management. Reviews plans, designs system specifications developed by other project managers and prepares training outlines and conducts training for IT team members and customers. The incumbent is responsible to provide support services which affect a significant number of CDCR program customers using statewide and local enterprise systems. The incumbent ensures the workstation hardware, software, and security standards are met and only allow authorized personnel access to the CDCR computing environment and services from those workstations. All these services are utilized by multiple business areas within CDCR and are considered critical to the functional and business operation of the Department.

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 Supervisor II level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

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 Supervisor II
Essential Functions

Under general direction of the Information Technology Manager I or above, the Information Technology Supervisor II (IT Sup II) will perform lead functions of planning, and implementing projects, studies, and other work that relates directly to customer field support activities. The IT Sup II provides administrative direction to the IT field support staff and manages the problem resolution process. This process includes the incident/service request process, escalation process, desktop support functions, and project management activities. Management functions include, but are not limited to, assigning and coordinating the work related to service disruptions and incidents, equipment installation, the enforcement of workstation standards, asset inventory management, problem management, reporting, mobile (wireless) device and personnel related administration. Travel to institutions and after hours support of technical systems may be required due to operational need. The Information Technology Supervisor II 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.
- 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 staff, users, and computer systems as assigned.
- Ability to be managed by assigned manager.
- Ability to operate computer programs and other office machines 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, and interact in person to provide quality customer services to internal (staff, institutions, etc.) and external customers.
- Coordinate and support deployment and maintenance of personal computers, when called upon.
- 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.
- Must be able to work independently or on team.
- Implement modification requests and resolve related problems of routine nature.
- Ability to use critical thinking skills in the absence of a clear solution or process, to troubleshoot IT problems, resolve issues, and provide recommendations.

Department of Corrections and Rehabilitation
Information Technology Supervisor II
Essential Functions

- Review plans, designs, and system specifications developed by other project teams, to develop technical expertise and to identify necessary interfaces with assigned project.
- Occasionally travel to other sites from base location to provide support or coverage on short notice.
- Occasionally travel to attend staff conferences and mandatory offsite training.
- Attend mandatory In-Service Training and On-the-Job training annually.

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. Including traveling up and down ramps, slopes, or stairs.
- Kneeling/stooping/squatting: Occasionally lifts computers, laptops, IT equipment up to 50 pounds.
- 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 movement and Fine Finger movement (pinching, picking): Constantly.
- Use of office equipment 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