

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 042-030-1401-973				
UNIT NAME AND CITY LOCATED Information Technology Services Division, Technology Governance & Support Services, Enterprise Architecture – Elk Grove, CA		CLASSIFICATION TITLE Information Technology Associate				
		WORKING TITLE Enterprise Architecture Associate				
		COI Yes ☐ No ☒	WORK WEEK GROUP 2	CBID R01	TENURE LT	TIME BASE FT
SCHEDULE (Telework may be available): __ AM to __ PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO 8260 Longleaf Drive, Elk Grove, CA 95758				
INCUMBENT (If known)		EFFECTIVE DATE				
California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (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. Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.						
PRIMARY DOMAIN:		System Engineering				
Under the general supervision of the IT Manager I over the Enterprise Architecture (EA) Unit, Technology Governance & Support Services (TGSS) Section, the Information Technology Associate (ITA) serves as the Enterprise Architecture Associate demonstrating an in-depth understanding and level of expertise of System Engineering and EA to perform a wide variety of tasks supporting EA intake, documentation, analysis, and governance activities for enterprise technology procurement requests, requiring regular innovative problem-solving. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior and work cooperatively with others. Travel to institutions and work activities outside normal working hours 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. <i>(Use addition sheet if necessary)</i>					
ESSENTIAL FUNCTIONS						

35%	Processes and triages EA-related requests in ServiceNow. Ensures requests are complete, accurate, and consistent across all intake documents before moving through the EA review process. Provides timely, professional communication to requestors, institutions, HQ units, and stakeholders regarding status and next steps. Aligns intake practices with California Department of Technology (CDT)'s EA Framework and departmental EA guidelines.
30%	Collects, organizes, and verifies technical and business documentation submitted for EA review. Assists EA Specialists by performing preliminary research, identifying missing or incomplete information, and gathering clarifying data from requestors, vendors, other IT units and program staff. Supports early-stage architectural discovery by documenting data flows, solution components, business needs, and alignment with statewide EA standards. Prepares draft materials used in impact assessments, architectural evaluations, and statewide program analyses.
20%	Maintains awareness of statewide IT initiatives, emerging technologies, industry EA trends, and updates to CDT's EA Guidelines. Assists EA Specialists with research related to new technologies, statewide training systems, analytics platforms, and data-sharing architectures. Contributes to EA standardization activities by drafting or revising architectural documentation, identifying duplication risks, and supporting efforts that improve enterprise-wide data integrity, interoperability, and architectural consistency.
10%	Coordinates with vendors to obtain technical documentation, architecture descriptions, data requirements, and reporting specifications needed for EA evaluations. Assists with the preparation of agendas, packets, and architectural materials for EA governance bodies (Architecture Review Board (ARB), Hardware Standards Committee (HSC)). Attends governance meetings, documents minutes, updates trackers, and maintains audit-ready records for architectural decisions, solution evaluations, and standards compliance.
5%	Performs other related 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. DESIRABLE QUALIFICATIONS

Education & Certifications: Bachelor's degree in Computer Science, Information Systems, or a related field. EA-related certifications (e.g., TOGAF, ArchiMate, Gartner EA) highly desirable. Training in analytics, data management, IT governance, or architectural methodologies.

Technical & Analytical Skills: Familiarity with State of California EA practices and CDT EA guidelines. Ability to interpret basic architecture diagrams, data flows, and system interfaces. Ability to identify duplicates vs. net-new solutions through research. Ability to understand cloud fundamentals, especially IaaS, PaaS, SaaS mapping. Ability to evaluate whether a solution meets statewide EA standards, including identifying gaps or exceptions. Ability to use research tools (Gartner, vendor whitepapers, documentation portals).

Data & Reporting Skills

Ability to pull EA metrics (volume, cycle time, request types, trends). Demonstrated ability to prepare EA dashboards and report summaries using applications such as ServiceNow and Power BI. Ability to prepare professional presentations on EA workload, intake trends, or architectural analysis. Ability to present EA activity to leadership clearly and concisely (ARB / HSC prep).

Soft Skills & Behavioral Competencies: Friendly and approachable communication style; strong customer service orientation. Highly organized, detail-oriented, and able to track multiple concurrent requests. Demonstrate strong follow-through and accountability. Ability to maintain professionalism and effectiveness under pressure. Demonstrated growth mindset, willingness to learn, and motivation to support EA maturity. Ability to collaborate effectively with peers, specialists, management, and external partners.

OTHER DOMAINS

Software Engineering

Ability to interpret basic system workflows, architecture diagrams, and technical requirements to support EA solution evaluation.

Information Security Engineering

Ability to identify security implications in proposed solutions and ensure alignment with secure data-handling and statewide security practices.

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 30 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.

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>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
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