

## DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052

PROPOSED

|                                                                                                                     |                                                                                                 |                                                           |                               |                              |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------|-------------------------------|------------------------------|
| COMMAND/ORGANIZATIONAL UNIT<br><b>Communications Infrastructure &amp; Support Section/CAD Support Unit</b>          |                                                                                                 | DIVISION<br><b>Information Management Division</b>        |                               |                              |
| CIVIL SERVICE CLASSIFICATION TITLE<br><b>Information Technology Specialist I (ITS I)</b>                            | BARGAINING UNIT<br><b>R01</b>                                                                   | TENURE<br><b>Permanent</b>                                | TIME BASE<br><b>Full-Time</b> | INTERMITTENT HOURS PER MONTH |
| POSITION NUMBER<br><b>388-048-1402-004</b>                                                                          | CURRENT DATE<br><b>08/05/2026</b>                                                               |                                                           |                               |                              |
| DESIGNATED POSITION FOR CONFLICT OF INTEREST<br><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | CONFIDENTIAL DESIGNATION<br><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY |                               |                              |
|                                                                                                                     |                                                                                                 | APPROVED BY                                               |                               | DATE                         |

### FUNCTION OF POSITION

Under the direction of the Information Technology Supervisor II, the Information Technology Specialist I (ITS I) is responsible for demonstrating full competence in a specialized analytical role and is responsible for providing on-going Computer Aided Dispatch (CAD), California Law Enforcement Telecommunications System (CLETS), and Web Workstation (WebWS) support and maintenance within the California Highway Patrol (CHP). The ITS I will serve as project lead and work on IT system problems, serve as the advanced technical specialist performing complex activities, including evaluation, design, development, and implementation for new and improved applications and/or procedures to optimize CAD and CLETS hardware and software for the Department.

### SUPERVISION RECEIVED

The Information Technology Specialist I (ITS I) reports directly to and receives the majority of their assignments from the Information Technology Supervisor II. However, direction and assignments may also come from the Information Technology Manager I and Information Technology Manager II (Commander).

### SUPERVISION EXERCISED

N/A

### WORKING CONDITIONS

### SPECIAL PERSONAL CHARACTERISTICS

#### PERCENTAGE OF TIME PERFORMING DUTIES

#### **Essential Functions**

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 40% | System Engineering: Provides technical support for troubleshooting CAD systems within the CHP, consults with stakeholders and database administrators to identify infrastructure system requirements and recommends technology, hardware, software, and plans installation of such. Specific tasks are: monitors, maintains, and troubleshoots the operations of CAD hardware and software. This includes support for the VisiCAD system while performing as a team leader on CAD. related projects.                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 30% | Software Engineering: Supports and maintains the CAD and WebWS CLETS-related masks and queries including requests/recommendations for revisions pertinent to Department of Justice reprogramming or Information Bulletin requirements. Develops and maintains software documentation for each phase of the systems development life cycle to ensure maintainability. Provides technical support services for troubleshooting CHP CAD and CLETS related systems and problems, including the CHP Message Switch System (MSS) journal configuration and first-line technical expertise for WebWS, working closely with users, consultants, and systems and database administrators. Troubleshoots, tracks, and conducts root cause analysis of system/database/operational issues utilizing standard procedures until resolved or escalated. This includes supporting daily operations while performing as a team lead on MSS/WebWS projects. |
| 10% | Software Engineering, Information Security Engineering: Responsible for the CHP internal and public-facing web pages related to CAD traffic incidents and CAD/CLETS-related web based application design, development, and information processing. Develops and maintains software product documentation. Investigates and reports security incidents.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10% | Client Services: Provides metrics on services to support service level agreements. Installs or repairs hardware, or peripheral equipment. Develops, implements, and maintains training for CAD Coordinators. Meets regularly with the project team and other external stakeholders to review project progress, discuss outstanding project issues and mitigation strategies, and communicate upcoming project activities. The ITS I occasionally moves equipment up to 25 pounds alone, or up to 100 pounds with another person, and may be required to open equipment and replace parts as directed. This position requires                                                                                                                                                                                                                                                                                                               |

**DUTY STATEMENT**

**Information Technology Specialist I (ITS I)**

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388-048-1402-004

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|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | availability to respond to reported problems on a 24/7, 365 days per year basis. Travel may be required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 5%           | IT Project Management: Prepares project status reports by collecting, analyzing, and summarizing information and trends. Prepares status reports, special reports, and analysis documents concerning CAD project issues. Prepares project definition and project management documents and system documentation as required. Establishes and maintains project priorities while performing effectively in a fast-paced environment with constantly changing priorities. Assesses situations to determine the importance, urgency and risks to projects and the Department, and makes clear decisions, which are timely, and in the best interests of the Department. Applies principles and methods for planning and managing the implementation, update, and integration of information systems components. Manages single or multiple projects ranging in complexity based on business and technical factors. Monitors the progress of the project and makes adjustments as necessary to ensure the successful completion of the project. Reviews the quality of the work completed to ensure that it meets the project standards. |
|              | <b><u>Non-Essential Functions</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 5%           | Performs other job-related duties within the scope of the classification, as assigned.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>TOTAL</b> | <b>100%</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

The duties of this position are subject to change and may be revised as necessary. I have read and understood the duties listed above and I can perform these duties with or without reasonable accommodation. I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

|                       |                      |      |
|-----------------------|----------------------|------|
| PRINT EMPLOYEE'S NAME | EMPLOYEE'S SIGNATURE | DATE |
|-----------------------|----------------------|------|

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

|                         |                        |      |
|-------------------------|------------------------|------|
| PRINT SUPERVISOR'S NAME | SUPERVISOR'S SIGNATURE | DATE |
|-------------------------|------------------------|------|