

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052

CURRENT

COMMAND/ORGANIZATIONAL UNIT Information Technology Section/Technical Services Group		DIVISION Information Management Division			
CIVIL SERVICE CLASSIFICATION TITLE Information Technology Specialist I		BARGAINING UNIT R01	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-041-1402-023		CURRENT DATE 07/21/2026			
DESIGNATED POSITION FOR CONFLICT OF INTEREST ☐ YES ☒ NO		CONFIDENTIAL DESIGNATION ☐ YES ☒ 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 is responsible for serving as a system engineer, software engineer, information security engineer (for the database environment), business technology manager, client services provider, and information technology (IT) project manager for the California Highway Patrol's (CHP) databases. Serves as a Database Administrator for CHP's databases and several commercial off-the-shelf applications. This position is responsible for database planning, analysis, design, monitoring, troubleshooting, development, and maintenance of IT infrastructure initiatives essential to the Department's mission or affect a large number of the organization's business areas for the Technical Services Group.

SUPERVISION RECEIVED

The Information Technology Specialist 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.

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

Some weekend hours as required. Some travel as required.

SPECIAL PERSONAL CHARACTERISTICS

PERCENTAGE OF TIME PERFORMING DUTIES

Essential Functions

20%	System Engineering: Performs database architecture planning, logical, and physical database design; data analysis, modeling and optimization; database performance monitoring and tuning; database reorganization and maintenance; database backup and recovery; database standards and procedures development; capacity planning; object repository administration; and database migration for client server environments. Configures and installs new versions of database software and related hardware. Assures optimal performance, availability, and recoverability of databases. Advises and assists project teams on the technical design of data models and structures and the efficient use of databases. Works with the Database Administration Unit to improve and maintain databases, including rollouts and upgrades, and to proactively monitor systems to ensure services are secure and system downtime is minimal. Monitors the implementation and maintenance functionality of physical and virtual servers, storage area networks, and enterprise backup systems. Participates in disaster recovery testing.
20%	Information Security Engineering for the database environment: Database security administration: Assures integrity and security of shared databases. Defines security requirements, develops and implements data security, develops and maintains security procedures, provides physical security of enterprise data, and develops and maintains database access modules to control data access permissions and enable data sharing. Performs audits and checks for security problems. Manages system and software implementation and ensures all procedures are in compliance with the State Administrative Manual and the Statewide Information Management Manual.
20%	Software Engineering: Database-related software administration and support: Analyzes, evaluates, selects, installs, configures, administers and maintains database middleware and other related utility software that support the development and operation of database applications. Provides support for database librarian functions, such as maintaining server encyclopedias and repositories and application metadata repositories and data dictionaries. Prepares written trend analysis on system usage, performance, and resource utilization for upper management, enabling them to make informed decisions on enterprise applications. Maintain patches and perform upgrades and other maintenance or support functions.

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15%	Client Services: Coordinates troubleshooting incidents with application developers, the Database Administration Unit, the server team, and the Network and Security Unit. Assists Section staff with infrastructure services. Provides expertise and assistance to Section staff for production incidents on a 24-hour availability basis. Identifies and resolves database configuration issues by utilizing monitoring software and troubleshooting with departmental customers to resolve. Escalates problems to the vendor support teams and third parties as appropriate. Prepares/reviews disruption reports and correction plans for documentation purposes for future reference. Also runs reports for departmental customers for statistical information.
10%	IT Project Management: Meets with technical staff and management to define the scope of work, schedule resources, develop time lines, and communicate and resolve issues. Prepares project related documentation including project postmortem documentation and metric collection, proposals, justifications, technical specifications, bill of materials, and purchasing quotes for procurement.
10%	Business Technology Management: Ensures service quality, system security, functional stability, and agility of the infrastructure meet evolving departmental business needs. Analyzes and documents enterprise business context trend strategies to support technical architecture. Provides assistance in the preparation and establishment of procedures and standards, and collaborates with other groups and units to develop best practices. Requests quotes for new technology goods and services from vendors when needed.
<u>Non-Essential Functions</u>	
5%	Perform other duties, within the scope of the classification, as assigned.
TOTAL	100%

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
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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
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