

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) 065-627-1402-056			
Enterprise Information Services- Security, Triage, Response, Infrastructure, Knowledge, and Engineering (STRIKE)		CLASSIFICATION TITLE INFORMATION TECHNOLOGY SPECIALIST I			
		WORKING TITLE INFORMATION TECHNOLOGY SPECIALIST I			
		TIME BASE / TENURE FULL TIME / PERM	CBID R01	WWG E	COI Yes ☐ No ☒
LOCATION Birkmont Drive, Rancho Cordova, CA		INCUMBENT		EFFECTIVE DATE 09/15/2026	
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 the direction of the Information Technology Supervisor II (IT Sup II), the Information Technology Specialist I (IT Spec I) will serve as a technical specialist within the Security, Triage, Response, Infrastructure, Knowledge, and Engineering (STRIKE) team. The incumbent will perform advanced technical work, to on-board and support enterprise infrastructure stability, security, and operational efficiency across the California Department of Corrections and Rehabilitation (CDCR).					
The IT Spec I will act as part of a strike team to investigate and resolve issues in deployed systems, collaborate with operations and development teams to implement approved fixes, and ensure resolution is confirmed with customers. Responsibilities include initial triage for new system requests and major changes, coordinating subject matter experts for issue resolution, and promoting DevOps best practices such as automation, continuous integration, and monitoring. The position will also manage and maintain system documentation, including System Security Plans, Technology Recovery Plans (TRPs), and infrastructure-related artifacts (e.g., firewall change requests, diagrams, and governance records). The incumbent will serve as a documentation librarian for service-related materials across EIS units, ensuring standardization and centralized access. Additional duties include governance of fiber optics, Main Distribution Frame (MDF) and Intermediate Distribution Frame (IDF), infrastructure boards, and supporting security and compliance requirements based on federal, state, and agency guidelines. This position requires strong technical expertise, problem-solving skills, and the ability to work collaboratively across multiple teams to ensure availability,					

confidentiality, and integrity of CDCR systems and information. Telework capability is required, with occasional on-site work or visits to correctional institutions as needed.

INFORMATION TECHNOLOGY DOMAINS – PLACE AN "X" ON ALL APPLICABLE DOMAINS

X	Business Technology Management	X	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%

Investigate and Resolve System Issues

Act as part of a strike team to perform advanced technical analysis, troubleshooting, and resolution of issues in deployed systems. Collaborate with operations and development teams to implement approved fixes in production environments and confirm resolution with customers.

25%

Triage and Coordination

Conduct initial triage for new system requests and major changes. Determine appropriate subject matter experts (SMEs) for issue resolution and coordinate efforts across EIS units to ensure timely and effective solutions.

20%

Documentation and Governance

Develop, update, and maintain technical documentation for all deployed systems, including System Security Plans, TRPs, and infrastructure-related artifacts (e.g., firewall change requests, diagrams, and governance records). Serve as the documentation librarian for infrastructure-related materials across EIS units, ensuring standardization and centralized access.

10%

Collaboration and Best Practices

Promote DevOps best practices, including automation, continuous integration, and monitoring. Work closely with customers, support teams, and development units to identify root causes of issues and implement sustainable fixes. Perform project management, fiscal impact (cost analysis, planning, research, Budget Change Proposals (BCPs), and team scheduling efforts.

5%

Security and Compliance

Ensure adherence to federal, state, and agency security guidelines. Identify and report risks associated with non-compliance. Support governance activities for fiber optics and MDF/IDF infrastructure boards.

5%

Operational Support

Provide tertiary technical support for connectivity and infrastructure issues, including troubleshooting network and system components. Assist operations teams with implementing approved changes and fixes in production environments.

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 Specialist I level may result in loss of data, user dissatisfaction, and impact to the organization, project, or work unit, and related support units. Consequences include operational down time, loss of business continuity, and poor customer service and performance.		
To be reviewed and signed by the supervisor and employee:		
EMPLOYEE'S STATEMENT:		
<i>I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.</i>		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
SUPERVISOR'S STATEMENT:		
<i>I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION</i> <i>I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE