

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) 065-624-1401-003			
DIVISION / UNIT INCARCERATED POPULATION & COMMUNITY SOLUTIONS		CLASSIFICATION TITLE INFORMATION TECHNOLOGY ASSOCIATE			
		WORKING TITLE INFORMATION TECHNOLOGY ASSOCIATE			
		TIME BASE / TENURE FULL-TIME/PERM	CBID R01	WWG 2	COI Yes ☒ No ☐
LOCATION Birkmont Drive, Rancho Cordova		INCUMBENT		EFFECTIVE DATE 08/21/2026	
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 general supervision of Information Technology Supervisor II, the Information Technology Associate (ITA) performs business and technical analysis, customer support, software/application support, system administration tasks, documentation, training, and project coordination for applications supporting Incarcerated Population & Community Solutions (IPCS). The ITA					

collaborates with program stakeholders, institutional IT staff, enterprise technology teams, vendors, and service providers throughout the software development lifecycle.

INFORMATION TECHNOLOGY DOMAINS – PLACE AN “X” ON ALL APPLICABLE DOMAINS

X	Business Technology Management	X	Client Services		Information Security Engineering
X	Information Technology Project Management		Software Engineering		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%	IPCS TECHNOLOGY SOLUTIONS AND SUPPORT • Manage service request queues and respond to service requests. • Monitor and evaluate IT solution effectiveness and implement technical adjustments as necessary. • Conduct root cause analysis to implement or recommend implementation of technical solutions to production problems. • Participate as a technical subject matter expert in the maintenance and operations of solutions and services. • Analyze technical issues affecting IPCS-supported applications and associated technologies including Splunk, Zscaler, Tanium, Active Directory and Identity management tool. Recommend solutions to resolve issues and mitigate risks. Test IPCS-supported applications on Windows computers for system functionality, student access, and security compliance.
35%	TECHNOLOGY RESEARCH, EVALUATION/ANALYSIS, TESTING, INSTALLATION/MAINTENANCE • Provide advice and guidance to project staff, institution management, consultants, and vendors to maximize the availability of IPCS-supported applications. • Submit change requests to the Change Control Board, verify changes are within the scope of work, and changes comply with contract requirements. • Participate and help facilitate discovery sessions for application development and other projects. • Participate in development and management of technical requirements and Service Level Agreements. • Remotely administer and troubleshoot tier-2 issues through Remote Desktop Access and Virtual Desktop Infrastructure. • Escalate issues involving critical systems. including their status and recommended resolutions to appropriate staff and management by submitting service requests. • Negotiate overall project schedules, priorities, reporting relationships, workload and resource allocations with all stakeholders Maintain, revise, and update operational documentation and software files on shared network.
30%	DOCUMENTATION AND TRAINING • Develop, implement, deliver, and maintain written procedures to ensure policies, practices, and processes for IPCS. • Participate in preparation of project documentation, plans, schedules, and proposals. • Develop training materials and conduct training for stakeholders and system users. • Provide presentations to support end users and stakeholder use of IPCS-supported applications and processes. • Complete all required state and CDCR mandated training.

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, non-employees and employees shall be made aware of this.

CONSEQUENCE OF ERROR

- The consequences of error at the Associate level may result in loss of data, user dissatisfaction, and impact within the immediate organization, office, project, or work unit, and related support units.

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