DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Information Technology Services Division, Information Technology Field Operations –	CLASSIFICATION TITLE Information Technology Specialist I				
	WORKING TITLE Information Technology Field Staff				
	COI Yes ☐ No ☐	WORK WEEK GROUP	CBID	TENURE	TIME BASE
SCHEDULE (Telework may be available): _____ AM to _____ PM. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO				
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:	

Under the direction of the Information Technology (IT) Supervisor II, the IT Specialist I, serves as a Technical Analyst demonstrating an in-depth understanding and level of expertise of IT Services Division (ITSD) Field Operations, Client Services, to perform a wide variety of tasks requiring regular innovative problem-solving. Travel to institutions, and after-hours support of California Correctional Health Care Services (CCHCS) software applications and systems may be required, due to operational need. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior, and work cooperatively with others. The incumbent may be expected to monitor mobile phone voicemail and email after hours, to acknowledge and assist with high priority incidents.

% 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. *(Use addition sheet if necessary)*
	ESSENTIAL FUNCTIONS
40%	Performs as Lead Team member to maintain the complex hardware, software and applications such as the Electronic Health Record System (EHRS), necessary to provide a reliable, secure, and productive environment for CCHCS network and desktop systems, mobile devices, peripherals and other IT equipment, including medical equipment with IT components, used throughout the Department. Independently provides complex technical support and guidance for CCHCS staff at assigned office locations. Installs and troubleshoots Microsoft (MS) operating systems, for example, Windows 7 and 10, and MS Office productivity software, Office 365 and 13. Acts as a technical

	team member for Wide Area Network (WAN), Local Area Network (LAN), and infrastructure initiatives. These functions include, but are not limited to: installing and decommissioning network equipment; working on project requirements, analysis, general design, development, testing, implementing, and maintaining the daily operational readiness of the existing network infrastructure software, hardware, systems; utilizes monitoring, distribution, scanning, diagnostics reporting tools; security and file backup tools, and installs patches. Monitors and analyzes workstation and network performance, and availability. Runs diagnostic utilities to detect hardware or network problems. Analyzes and troubleshoots complex IT connectivity issues. Maintains accurate system documentation, including Asset Inventories, and other management required documentation using electronic tools and utilities. Maintains Enterprise Standards for hardware and software resources. Acts as Lead Team member to provide Incident and Problem Management activities, utilizing the IT Service Management tool. Visits CCHCS staff offices and views their operations to better understand constraints and needs, and train users.
40%	Utilizes MS Active Directory to establish user file, folder access rights, and maintains account passwords. Manages institution file, print servers and services; creates and maintains user accounts and objects. Develops effective system and user file backup methodology and schedules. Develops operational recovery strategies, and evaluates system and data file backup software and strategies. Independently coordinates problem resolution and requests for services with the CCHCS Solution Center, other CCHCS and Department of Corrections and Rehabilitation (CDCR) IT administrators, network support staff, system users, CCHCS management, and vendor support staff. Provides training to journey level Team members on IT processes and procedures. Follows data security policies and best practices.
15%	Reviews and reports on remote Virtual Private Network (VPN) system performance. Independently researches emerging hardware and software technologies, services, and best practices. Presents technical recommendations orally or in written form, and develops corresponding processes and procedures. As a project team member, assists in planning and coordinating complex IT projects, ensuring projects are completed according to project schedules, with minimal impact to customers and services. Makes recommendations to increase efficiency of all supported systems and presents improvement strategies to management. Provides reports to management on system status and use. Works with business customers to understand business workflows in order to recommend IT solutions to solve business problems; requests procurements for IT equipment and solutions; properly secures IT assets and data at rest, and ensures their proper disposal.
5%	Other duties as required.
	KNOWLEDGE AND ABILITIES *Knowledge of:* 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. Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques; Wide and Local Area Network components and troubleshooting methods. *Ability to:* 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. Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

DESIRABLE QUALIFICATIONS

Knowledge of: Principles, practices, and trends of IT administration, management, training and supportive staff services. Knowledge of Windows; Office Suite; Knowledge of Information Technology Service Management (ITSM); Information Technology Infrastructure Library (ITIL); and System Development Life Cycle (SDLC) best practices. Enterprise Standards for hardware and software resources.

Experience in: Information technology systems study, design, which shall have included responsibilities such as installing, evaluating, and maintaining computer software in conjunction with information technology network systems.

Ability to: Develop detailed hardware-based computer system/network specifications; work under pressure; prepare accurate and effective reports; coordinate the activities of technical personnel; follow directions and work well within a team environment.

The incumbent is required to demonstrate knowledge of PC and mobile desktop and Network system administration practices and standards, along with a comprehensive understanding of CCHCS business needs. The incumbent is required to balance concurrent assignments and complete assigned projects and tasks at a level commensurate with the position classification.

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 must be reasonably expected to exert up to 40 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Incumbent occasionally moves equipment either solely (40 lbs. max.) or with another person (100 lbs. max.) and may be required to open equipment and replace parts as directed. Involves sitting most of the time, but may involve walking or standing for brief periods of time. Persons appointed to this position must be able to travel.
- Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, incarcerated persons, or the public.

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.
- Pursuant to CCR, Title 2 § 172, all employees shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid state driver's license, a good driving record and is expected to drive the car safely.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***		
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