DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT	POSITION NUMBER (Agency – Unit – Class – Serial)
California Correctional Health Care Services	042-035-1401-VAR
UNIT NAME AND CITY LOCATED Information Technology Services Division, Operations, Headquarters (HQ) Customer Support Services – Elk Grove	CLASSIFICATION TITLE Information Technology Associate WORKING TITLE Operations Associate

COI	WORK WEEK GROUP	CBID	TENURE	TIME BASE
Yes ☐ No ☒	2	R01	P	FT

SCHEDULE (Telework may be available): 6:00 AM to 6:00 PM. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO 8260 Longleaf Dr. - Headquarters
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:	Client Services

Under the direction of the Information Technology (IT) Supervisor I or II, the IT Associate demonstrates a high-level understanding of Client Services for Hardware and Equipment Imaging Setup and Operations to perform a wide variety of tasks requiring regular innovative problem-solving. In supporting a high-performing IT team, the associate provides coaching to users, promotes a positive and collaborative work culture, and encourages creativity. The role also involves upholding enterprise standards for hardware and software resources and making recommendations for management using the ITSM ticketing system and industry's best practices. Additionally, the associate is expected to proactively support and implement departmental strategic initiatives by leveraging technology to drive organizational goals, advising on strategies, and mentoring staff to ensure the department's vision is realized through effective technology solutions. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior and work cooperatively with others. Travel to institutions and after-hours support of California Correctional Health Care Services (CCHCS) software application and systems may be required due to operational need.

% 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%	Maintains all hardware and software needed at a complex level to ensure a secure, efficient, and reliable environment for CCHCS networks, desktops, mobile devices, and specialized equipment, including IP-based medical devices. Utilizes the department's IT Service Management (ITSM) tool to oversee these assets and resolve issues. Responsibilities include providing wide-ranging of technical support and guidance for complex problems involving equipment, software, and hardware at assigned locations. Installs and troubleshoots Microsoft operating systems and related applications. Drives initiatives related to Wide Area Networks (WAN), Local Area Networks (LAN), and asset and equipment infrastructure. Gathers requirements, analyzing, testing, deploying, and implementing solutions. Maintains operational readiness of networks and imaging systems, applies software patches, and utilizes monitoring, scanning, and reporting tools for diagnostics and security. Analyzes workstation and network performance, runs diagnostic tools to identify hardware or network issues, and solves complex IT connectivity challenges. Responsible for creating and updating system documentation, asset inventories, and other records required by management.
20%	Oversee aspects of network infrastructure, including comprehensive analysis, troubleshooting, maintenance, and support for devices, components, and peripherals such as switches, modems, routers, UPS batteries, and cabling. Configures and maintains Microsoft Active Directory (AD) user file and folder access rights, as well as manages account passwords for both CCHCS and non-CCHCS users, including external stakeholders such as the Office of Public Health, Prison Law Office, Office of Inspector General, Department of State Hospitals, court-appointed or contracted entities, auditors, and internal contractors. Responsibilities include administering site file/print servers and related services, creating robust backup methodologies and schedules for user files, and formulating operational recovery strategies while evaluating backup software and procedures for effectiveness. Performs complex problem resolution efforts with the CCHCS Solution Center, IT administrators, network support staff, system users, healthcare management, vendor support teams, and California Department of Corrections and Rehabilitation (CDCR) IT units.
20%	Coordinates with CCHCS/CDCR IT administrators to discuss problems and requests for services. Reviews and reports on remote system and network performance and provides strategies for improvement to leads and management. Participates in or leads small to medium portions of project by planning, coordinating and ensuring projects are completed according to project schedules with minimal impact to customers and services. Recommend improvements for optimizing usage of all system resources. Provides reports to management on system status and use. Collaborates with business customers to understand business workflows and recommends IT solutions to solve business problems; requests procurements for IT Assets, equipment and solutions; properly secures IT assets and data at rest and ensures proper disposal when necessary.
15%	Proactively researches and assesses emerging hardware, software, and groupware technologies, providing leads and management with recommendations on their potential applications and benefits for CCHCS. May provide support in developing or updating comprehensive training materials and delivering hands-on training and mentorship to teammates and business customers, ensuring the effective use of automated resources, equipment, and software tools. Recommend areas for improvement or modification, and actively participating in meetings, conferences, and training sessions as needed. Prepares agendas, documents meeting minutes, and delivers relevant topics. Evaluates new technologies and industry trends to identify opportunities for innovation, and applies creative, strategic thinking to modernize and transform technology solutions in alignment with CCHCS objectives.
15%	Performs other job-related 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.

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.

DESIRABLE QUALIFICATIONS

Knowledge of: Principles, practices, and trends of IT administration, management, training and supportive staff services; MS Windows, MS Office Suite, Information Technology Service Management (ITSM), Information Technology Infrastructure Library (ITIL) and System Development Life Cycle (SDLC) best practices; Experience in information technology systems study and design, which shall have included responsibilities such as installing, evaluating, and maintaining desktop computer software in conjunction with information technology network systems; and PC and mobile desktop and Network system administration practices and standards, along with a comprehensive understanding of CCHCS business needs.

Ability to: Influence and motivate individuals and teams working toward mutual goals which have basic cooperative attitudes; multitask; meet critical deadlines; work independently and in a team environment; communicate effectively verbally and in writing within technical and non-technical staff and management; work outside normal business hours when required; prioritize work and execute on critical tasks in a timely manner; perform client restoration; support current backup technology to address hardware/software configuration, updates, enhancements and/or failures; maintain and update existing Hardware Device and Software installation/configuration in alignment with Business Requirement Deliverables and Detailed Design Deliverable documentation; maintain and update policies; and conduct device performance analysis to ensure system performance is maintained/increased as necessary.

Ability to: Analyze and troubleshoot IT hardware and software systems and components; work under pressure; prepare accurate and effective reports; coordinate the activities of technical personnel; 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 may be reasonably expected to exert up to 50 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involving sitting most of the time but may involve walking or standing for brief periods of time. Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physical, mental, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, inmates, 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.

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