STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052 CURRENT

COMMAND/ORGANIZATIONAL UNIT	DIVISION			
Technology Infrastructure Section/Field Division Administration	Information Management Division			
CIVIL SERVICE CLASSIFICATION TITLE	BARGAINING UNIT	TENURE	TIME BASE	INTERMITTENT HOURS PER MONTH
Information Technology Specialist I	R01	Permanent	Full-Time	
POSITION NUMBER	CURRENT DATE			
388-043-1402-010	10/07/2026			

DESIGNATED POSITION FOR CONFLICT OF INTEREST	CONFIDENTIAL DESIGNATION	FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY	
		APPROVED BY	DATE
☐ YES ☑ NO	☐ YES ☑ NO		

FUNCTION OF POSITION

Under the direction of the Information Technology Supervisor II, the Information Technology Specialist I is responsible for working in the field as a Field Division Administrator specializing in advanced support for the Department's local and wide area network (LAN/WAN) environment with knowledge of Microsoft Operating Systems, Outlook, and LAN hardware topologies, ensuring efficient and effective operation of computer-related systems and equipment. The Information Technology Specialist I will need to identify, manage, and prioritize multiple projects, tasks, and information technology (IT) resources working closely with the Division LAN Coordinators. The Information Technology Specialist I will function as a liaison between Information Management Division and Valley Division as well as its remote commands and units and will share various group responsibilities according the Department's needs. The Information Technology Specialist I will functionally report to a designated field support Sergeant or Lieutenant on a daily basis for the Customer Services Group, Valley Divisio

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 travel required.

SPECIAL PERSONAL CHARACTERISTICS

PERCENTAGE OF TIME PERFORMING DUTIES	**Essential Functions**
25%	SYSTEM ENGINEERING: Perform system administration duties for the Department's LAN/WAN. Manage user/ computer accounts utilizing Active Directory as well as perform system backup/restores, installations, operations, maintenance, repairs, and upgrades of computer components and software. Use quality control principles and practices related to the deployment and configuration of system components in addition to patching all laptops, computers, etc., in Valley Division. Troubleshoot, track, and conduct root cause analysis of system/operational issues utilizing standard procedures until resolved or escalated. Use structured approach to identify/resolve system performance issues. Support the Enterprise Administrators in dynamic host configuration protocol (DHCP) scope creations and DHCP reservation for network-connected personal computers, laptops, printers, and other departmental devices. Using tools provided, fulfill service level agreements regarding Exchange-based messaging and collaboration availability and security, including those involving user accounts, shared folders/calendars, mailing lists, and Outlook Web Access.
20%	INFORMATION SECURITY ENGINEERING: Use incident response and handling methodologies in the ongoing application of principles, policies, and procedures to maintain, monitor, control, and protect cyber infrastructure in order to ensure the confidentiality, integrity, and availability of production systems and applications. Monitor and control services that relate to authentication (who you are), audit control (what you did), and access (what you can have access to). Identify unauthorized software on devices throughout the state and monitor software management controls to prevent general users from installing unauthorized software. Detect, report, and analyze possible or known incidents; contain and eradicate discovered incidents; recover from incidents; and apply process improvements based on lessons learned from incidents. Respond to, investigate, and report information security incidents within an organization. Stay current with security threats, zero day attacks, and industry trends by monitoring the news and receiving updates from the Information Security Officer.

15%	CLIENT SERVICES: Division point of contact for end users providing support and information related to departmental IT products and services and responding to work orders from Area offices. Address all aspects of end user devices including provisioning, tracking, security, troubleshooting, and decommissioning. Install/repair hardware and peripheral equipment. Deploy, patch, and troubleshoot approved client-side applications. Formulate, develop, implement, conduct, and maintain end user training related to IT.
15%	SOFTWARE ENGINEERING: Work to minimize defects in IT products while delivering quality solutions and services. Combine software and system components, while ensuring interoperability and efficiency. Perform software deployment and release management activities, applying concepts, best practices, implementation methodologies, and principles related to deployment, configuration, documentation, and techniques. Process and maintain requests for nonstandard and personal software installations on departmental computers.
10%	BUSINESS TECHNOLOGY MANAGEMENT: Manage IT hardware and software assets, including asset acquisition, asset receiving, software licensing, hardware and software deployment, and asset retirement. Communicate with members of one or more IT and/or business units to identify issues, problems, and opportunities. Produce technical documentation that helps people understand and use a product or service based on consideration of the audience skill level and needs.
10%	IT PROJECT MANAGEMENT: Establish and maintain project priorities while performing effectively in a fast-paced environment with constantly changing priorities. Assess situations to determine the importance, urgency, and risks to projects and the Department, and make clear decisions, which are timely, and in the best interests of the Department. Apply principles and methods for planning and managing the implementation, update, and integration of information systems components. Manage single or multiple projects ranging in complexity based on business and technical factors. Monitor progress and make adjustments as necessary to ensure the successful completion of the project. Review the quality of the work completed to ensure it meets the project standards. Prepare and maintain status reports, incident reports, special reports, and analysis documents to submit to Chiefs and Area commanders for review.
	Non-Essential Functions
5%	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

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