STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

DUTY STATEMENT

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

COMMAND/ORGANIZATIONAL UNIT	DIVISION			
Enforcement Vehicle Technology Section	Information Management Division			
CIVIL SERVICE CLASSIFICATION TITLE	BARGAINING UNIT	TENURE	TIME BASE	INTERMITTENT HOURS PER MONTH
Information Technology Associate	R01	Permanent	Full-Time	
POSITION NUMBER	CURRENT DATE			
388-047-1401-002	11/03/2026			

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

FUNCTION OF POSITION

Under the direction of the Sergeant, the Information Technology Associate is responsible for developing training lesson plans, curriculum, and related documents; and training personnel in the operation of equipment relative to the Consolidated Patrol Vehicle Environment (CPVE) and Enforcement Vehicle 2020 (EV20) systems. Provide timely technical support for MDC, Wireless Mobile Video Audio Recording System (WMVARS)/Body Worn Camera (BWC), and related vehicle technology systems. for the Enforcement Vehicle Technology Section in Information Management Division (IMD).

SUPERVISION RECEIVED

The Information Technology Associate reports directly to and receives the majority of their assignments from the Sergeant. However, direction and assignments may also come from the other EVTS supervisors..

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

SPECIAL PERSONAL CHARACTERISTICS

PERCENTAGE OF TIME PERFORMING DUTIES	Essential Functions
35%	User Support, Intake, and Technical Troubleshooting: Serve as a primary point of contact for EVTS-related support, responding to telephone calls, emails, and ServiceNow tickets from field personnel and EVTS staff. Provide timely technical support for MDC, Wireless Mobile Video Audio Recording System (WMVARS)/Body Worn Camera (BWC), and related vehicle technology systems. Triage, document, and track incidents and service requests; troubleshoot hardware, software, and connectivity issues; and resolve routine issues independently. Escalate complex issues to the ITS I, vendors, or other technical staff as appropriate, and coordinate resolution efforts. Monitor ticket status, ensure follow-up, and maintain communication with users through completion. Support system updates, configuration changes, and testing activities. Provide support primarily remotely, with limited field response as needed.
15%	Field Support and Project Assistance: Assist with field deployments, installations, and upgrades in support of EVTS initiatives. Provide support to Fleet-to-Street and PM/Travel Team operations as needed. Conduct limited field visits to support troubleshooting, validate system performance, and assist with implementation efforts.
15%	Program Coordination and Administrative Support: Coordinate EVTS program activities across MDC, WMVARS/BWC, Fleet-to-Street, and PM/Travel Team operations. Maintain program documentation, track equipment and asset inventory, monitor supply levels, and assist with procurement coordination. Support contract and vendor coordination activities, including tracking deliverables and timelines. Prepare reports, spreadsheets, correspondence, and status updates. Assist with scheduling, workload tracking, and program execution.
10%	Training Development and Knowledge Management: Develop, update, and maintain training materials, user guides, and reference documentation for EVTS-supported systems. Identify recurring issues from support requests and translate them into training and documentation improvements. Assist in delivering training to field personnel and internal staff. Capture and maintain institutional knowledge to ensure continuity across rotating assignments. Evaluate training needs and recommend improvements to curriculum and delivery methods.

10%	Research and Program Improvement: Research emerging technologies, products, and processes related to vehicle technology systems. Analyze trends from support requests and system performance to identify improvement opportunities. Assist in developing recommendations, documenting findings, and supporting pilot or testing efforts.
10%	System and Inventory Management Support: Assist with tracking, auditing, and management of equipment, assets, and systems associated with EVTS programs. Ensure accurate record-keeping and accountability of equipment. Monitor inventory levels and coordinate replenishment to meet operational needs.
	Non-Essential Functions
5%	Performs 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