STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097 CURRENT

COMMAND/ORGANIZATIONAL UNIT	DIVISION			
Communications Infrastructure and Support 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			
388-048-1401-006	10/01/2026			
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 general supervision of the Information Technology Supervisor I, the Information Technology Associate is responsible for performing a variety of tasks relative to the Department's telecommunications network infrastructure along with the analysis, development, installation, and implementation of the Department's increasingly complex technical workload connected with the statewide Public Safety Broadband Network, emerging technologies, and well-defined tasks requiring innovative problem solving within the guidelines and scope encompassing one or more units, functions, or processes in the Business Technology Management, Client Services, or Software/Systems Engineering domains. The emerging technologies specific to this Department include, but are not limited to: Cisco Voice Over Internet Protocol (VoIP) telephones; next generation Radio Over Internet Protocol (RoIP) radio communications consoles; IP based portable radios; digital Project 25 mobile radios and system infrastructure; 700 Megahertz cross band radio systems; and IP interoperability communication gateways for the Communications Infrastructure and Support Section (CISS). All of which are evolving and ongoing to support the Department's communications systems and infrastructure needs.

SUPERVISION RECEIVED

The Information Technology Associate reports directly to and receives the majority of their assignments from the Information Technology Supervisor I. However, direction and assignments may also come from the Information Technology Manager (ITM) I, the CISS Commander, or other managers.

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

Travel required as needed. May be required to be on-call nights and weekends. May be required to lift up to 25 pounds alone or up to 100 pounds with another person.

SPECIAL PERSONAL CHARACTERISTICS

Ability to communicate and work with both technical and nontechnical customers, staff, and co-workers, and collaborate with various teams on multiple projects and tasks as assigned.

PERCENTAGE OF TIME PERFORMING DUTIES	**Essential Functions**
40%	Systems Engineering: Oversee the development and implementation of the departmental statewide RoIP system utilizing the CRIS, which includes providing assistance in the design, programming, configuration, specification, installation, and maintenance of the RoIP system. Execute guidelines for technology governance and process improvement; track, monitor, and audit information technology assets; analyze, develop, and document business processes; formulate, deliver, and coordinate end user training; resolve client incidents or requests; install, configure, maintain, and troubleshoot applications; research and analyze new client technologies; develop and update controls to ensure availability of systems and databases; maintain software product documentation; design, develop, and implement software that adheres to organizational enterprise requirements; create, enhance, and maintain information technology software solutions; gather, document, and review system requirements and specifications; and test, debug, and evaluate software systems functionality. Coordination of various telecommunication networks involving voice/data, both digital and analog radio/microwave, and related activities with the Department of General Services (DGS) and the California Governor's Office of Emergency Services (Cal OES), Public Safety Communications (PSC), and appropriate regulatory agencies.
35%	Client Services: Develop, update, and publish introductory software training course instruction materials and procedures for departmental RoIP and VoIP environment applications. Provide statewide user support and problem resolution including: executing guidelines for technology governance and process improvement; track, monitor, and audit information technology assets; analyze, develop and document business processes; troubleshoot applications; research and analyze new client technologies; test, debug, and evaluated software systems functionality; prepare status reports or special reports concerning project issues; document problem resolution activities; and help with patrol vehicle platforms as needed. Prepare purchasing requisitions, bids, and conduct and report on market research for equipment. Prepare Change Control Request Forms,

	participate in change management processes, and participate in budget processes for projects and efforts within the CISS.
10%	Business Technology Management: Execute guidelines for technology governance and process improvement; track, monitor, and audit information technology assets; analyze, develop, and document business processes; resolve client incidents or requests; install, configure, maintain, and troubleshoot applications; research and analyze new client technologies; develop and update controls to ensure availability of systems and databases; maintain software product documentation; design, develop, and implement software that adheres to organizational enterprise requirements; create, enhance, and maintain information technology software solutions; gather, document, and review system requirements and specifications; and test, debug, and evaluate software systems functionality.
10%	Client Services: Perform a wide variety of functions relative to telecommunications network for a specific geographical area of the state, including participation in complex radio site selection/development and construction/repair projects to accommodate sensitive electronic communications equipment (i.e. radios, equipment, and microwave circuits). Assist with radio propagation surveys and radio coverage calculations. Coordinate various telecommunications networks involving voice/data and radio/microwave, related activities with Cal OES, PSC, and appropriate regulatory agencies. Additionally, accomplish the complex and increased technical workload connected with the statewide Public Safety Broadband Network, and emerging technologies that consist of, but are not limited to: VoIP telephones; next generation IP radio communication dispatch consoles; IP based portable radios; digital Project 25 mobile radios; 700 Megahertz cross band radio systems, and IP interoperability communication gateways.
	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