STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

306-5278-004

Division: Investigations Division	**Classification Title**: 5278 Management Services Technician
Branch: General Administation	**Working Title**: Management Services Technician
Unit: Deputy Director	**Tenure/Timebase**: Permanent Fulltime
Position City: Covina	**Position County**: Los Angeles County
Position Number: 306-5278-004	**CBID/Bargaining Unit**: R01
Conflict of Interest Classification: No This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.	
Medical Evaluation: No	**Bilingual Language**: Unknown
Sensitive Position: No	**DMV Employee Pull Notice**: No
Fingerprint/Live Scan: Yes	**Professional License**: No
Work Week Group: 2	**Date Approved**: 11/25/2026

Direction Statement and General Description of Duties: Under the supervision of the Supervising Investigator II (Area Commander), in the Professional Standards Branch (PSB) Specialized Services Command, the Management Services Technician (MST) will learn and perform the less technical semi-professional analytical tasks as it relates work performed by the Professional Standards Branch. The MST duties include, but are not limited to:

Percentage and Essential/Marginal Functions:

45%	**(E)**

	Performs semi-professional analytical tasks by researching and gathering data. Prepares periodic/monthly reports using the division's case management system, and other databases relative to the Computer Forensic Team, Development and Regulatory Unit and the American Association of Motor Vehicle Administration (AAMVA) State to State (S2S) Verification Service program to accomplish assignments. Processes all documents relating to attendance and benefits such as completion of the Timecard Reports (TCR), tracking leave balances, appointment and separation documents.
35%	**(E)** Performs less complex research, gathering, and preparing of statistical reports of the Computer Forensic Team and S2S workloads to use in the analysis of trends for divisional training participation, individual development plans, and course of fire quarterly reports. Assist with firearm updates in multiple databases. Assists with the compilation of internal reports. Prepares all memos/letters; reports; forms; and written correspondence using proper formatting, grammar, spelling, and punctuation. Assists employees with health plan enrollment and changes requests; informs and responds to employees inquires on general HR questions. Tracks confidential documents such as probationary reports and annual performance appraisal summaries and maintains statistical and tracking information regarding employees.
15%	**(M)** Assists with an assigned segment of the budget and expenditure report; monitor, develop and track workload indicators; Capture reporting of overtime use, per diem expenditures, Cal-Card purchases, computer hardware, software, or renewals, and training. Maintains accurate tracking of inventory of all equipment and office furnishings for PSB. Order inventory and distribute office and equipment supplies using Cal-Card. Maintains division manuals and updates when needed.
5%	**(M)** Acts as backup to the Deputy Director's Analyst I and PSB Operation Support Command MST. Answers and directs phone calls to appropriate staff. Performs other job-related administrative duties/special assignments as required. Travel may be required.

Supervision Received: The Management Services Technician (MST) works under the supervision of the Supervising Investigator II and may receive direction from the Deputy Chief.

Supervision Exercised and Staff Numbers: Does not provide supervision to others.
Physical Requirements: The incumbent works in an office setting environment in a multistory building. Requires daily use of a personal computer and related software applications at a workstation. May sit or stand for extended periods of time, move around the office environment, and occasionally lift up to 20 pounds. Travel may be required.
Special Requirements: Possess ability to work with others in a professional manner; ability to communicate effectively orally and in writing; demonstrated ability to act independently; use tact; and maintain regular and consistent attendance. Possess ability to comprehend and retain complex procedures and possess proficient computer skills.
Personal Contacts: The MST has contact with all levels of departmental staff and the public by telephone, e-mail, and virtual, in-person as needed. The nature of these interactions may be general, confidential, sensitive, or informative.

EMPLOYEE ACKNOWLEDGMENT

I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

MANAGER/SUPERVISOR ACKNOWLEDGMENT

I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE