

STATE OF CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION POSITION ESSENTIAL FUNCTIONS DUTIES STATEMENT PO-199 (06/16)		Working Title of Position CAD/AVL Technical Support Analyst	
		Division and/or Subdivision Information Technology Services/Command and Control	
INSTRUCTIONS: The Director is required by Government Code Section 19818.12 to report (or to record) "...material changes in the duties of any position in his or her jurisdiction". The Position Essential Functions Duties Statement is used for this purpose. Enter identifying information and effective date at the right. Enter brief description of each of the important duties and responsibilities of the position below. Group related duties in numbered paragraphs and indicate the percentage of total time occupied. Indicate the "essential functions" of the position by placing an asterisk (*) in front of those individual duties you determine to be essential to the job. Discuss the duties with the employee assigned to the position. Both the employee and supervisor sign the document where indicated. The supervisor retains the original document and provides a copy to the employee.		Location of Headquarters West Sacramento	
		Class Title of Position Information Technology Specialist I	
		Position Number 541-021-1402-042	
		Effective Date June 1, 2024	
Percentage of Time Required	Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.		
30%	Under the direction of the Enterprise Services Supervisor (Information Technology Supervisor II) for Information Technology, the Information Technology Specialist I will work independently, in a team, or in a lead capacity, act as the Technical Support Analyst for the Department of Forestry and Fire Protection (CAL FIRE) Computer Automated Dispatch (CAD), Automatic Vehicle Locator (AVL) and other key systems. Duties include but are not limited to: *Responsible for the Geographic Information Systems (GIS) -related activities that support CAD and AVL systems. *Utilize the GIS ArcPro software and ArcGIS Server to provide spatial analysis. *Develop and refine statewide street centerline data and other geographic features used by Mobile Data Terminal (MDT) mapping and routing applications and the statewide emergency response resource tracking server. *Build initial statewide map layers. *Coordinate map update activities and update statewide map layers. *Perform map quality assurance checks and coordinate map correction efforts on an on-going basis. *Write test procedures for the MDT map viewer and participate in new release and defect correction testing evolutions. *Provide direction, technical assistance and training to field and information technology staff regarding collection and development of GIS data consumed by the CAL FIRE CAD and situational awareness systems. *Devise or modify procedures to solve complex problems considering computer capacity and limitations, operating time and for of desired results. Conduct map trainings at offsite locations.		
20%	*Troubleshoot all reported problems or requests for CAD and CAD Interfaces to other command and control systems, perform root cause analysis and determine resolution efforts. *Document reported problems in CAD ticketing system. *Track and follow up on each reported issue until closure. *Escalate unresolved issues to subject matter experts and/or to the vendor as needed for review and prioritization. *Participate in all AVL system testing, execute test scripts for quality assurance of the AVL client software. *Report and monitor defects. These are the essential functions for this position. Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of a reasonable accommodation.		
Equal Employment Opportunity (EEO) Statement: All CAL FIRE employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work related activities, and anytime they represent the department. Additionally, all CAL FIRE employees are responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation.			
Job qualifications and/or conditions of employment: See page 2.			
"We have discussed this document in its entirety and understand the duties of this position."			
Employee Signature _____	Date _____	Supervisor Signature _____	Date _____
Personnel use only <input type="checkbox"/> Posted to Directory _____ <div style="text-align: right;">Initials and date _____</div>			

Percentage of Time Required Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.

15%	<p><i>(continued)</i> *Prepare reports to communicate test progress, results, and other relevant information to project team.</p> <p>*As part of the ongoing AVL/MDT hardware/software maintenance and technical support activities, provide support to field personnel, assist with AVL issues and requests, this includes resolving installation, hardware, software, application or procedure problems and defects.</p> <p>*Triage each reported problem, new defect or change request and communicate to the AVL Technical Lead and/or escalate to the vendor as needed for review and prioritization. *Follow up on each reported issue until closure. Provide support to the field ITS Coordinators responsible for updating software and replacing hardware in the CAL FIRE emergency response equipment.</p> <p>*Responsible for creating new images for MDT devices to get them install ready. *Troubleshoot damaged or faulty MDTs returned from the field. *Configure replacement hardware and software as needed.</p>
15%	<p>*As part of the AVL Installation Team, participate in the AVL Installations hosted at various remote, offsite locations and may require extended overnight travel. *Responsible for all AVL IT tasks required to complete an MDT installation in vehicles, including testing connectivity, map and AVL software installed on MDT devices, training users, and providing technical support at installation sites.</p>
15%	<p>*Independently create and execute test scripts for quality assurance and testing of the AVL and CAD systems. *Coordinate all test activities, including testing with vendor. *Develop test plans, define test scope, use cases and scripts for all testing phases/activities. *Perform Exploratory, Smoke, Functional, Regression and Integration testing as needed. *Report and monitor defects. *Prepare reports to communicate test progress, test results, and other relevant information to project stakeholders and management.</p>
5%	<p>Perform other job-related duties or functions as assigned by management.</p>
<p>These are the essential functions for this position. Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of a reasonable accommodation.</p>	

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Job qualifications and/or conditions of employment: **Travel up to 20% with possible overnight stays. Must be available to act as CAD Support Duty Officer, participate in a CAD Support rotation and be available on call on a 24/7 basis during rotation.**

"We have discussed this document in its entirety and understand the duties of this position."

Employee Signature _____ Date _____ Supervisor Signature _____ Date _____

Personnel use only

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Initials and Date