

Enterprise Information Services Duty Statement

Section:	Enterprise Applications and Maintenance Support
Unit:	Strategic Offender Management System Program
Position Number:	065-625-9765-918
Classification:	Parole Agent I
Date:	12/31/15

Work Setting: Under supervision of the Parole Agent III (PA III), User Project Manager (UPM) the Parole Agent I (PA I) will serve as a business and policy liaison representing the Enterprise Information Services Division for the Strategic Offender Management System (SOMS) program.

Knowledge: The PA I brings to the SOMS team expert knowledge of adult parole programs, including reentry programs, the Board of Parole Hearing processes, interstate parole program, Proposition 47, Parole Release to Community Supervision (PRCS), Alternative Custody Program, Medical Parole, and community-based placement programs. The PA I must have a complete understanding of the Strategic Offender Management System database program inclusive of institutional functions and their inter-relationships to parole functionality in the database system. The PA I will make direct recommendations to the UPM and the system software designer regarding application of business rules, concept and articulation of narrative specification documents, and assist in defect resolution. The PA I will directly support the Division of Adult Operations in database operational support, and be responsible for solution triage via the CDCR Remedy system. The PA I will assist in design, scoping and deployment activities associated with incorporation of the SOMS Parole Mobile Platform Solution, and field file scanning project inclusive of assigned logistical regional responsibilities as assigned by the SOMS UPM. The incumbent must also have broad knowledge in the area of Adult Parole operations, with an understanding of business practices and rules, including but not limited to:

- Principles, techniques, and trends in correctional casework;
- Methods used and problems involved in the supervision and rehabilitation of offenders;
- Laws pertaining to prisons, probation and parolees;
- Principles and methods of making investigations and obtaining evidence;
- Laws of arrest, rules of evidence and court procedure;
- Organizations, facilities, and services of public and private welfare and employment agencies available to offenders;
- Functions and procedures of State, County, and municipal law enforcement agencies;
- Employment conditions and opportunities in California and facilities available for instruction, training and placement of offenders;
- Firearms policies and handling of safety equipment;
- Field arrest tactical procedures;
- Court procedures required in dealing with violations and conditions of parole; and
- Federal and interstate parole procedures,

Complexity: The PA I ensures that the products incorporating the Parole function within SOMS includes all relevant departmental policies, rules, and regulations related to the parole and rehabilitation of offenders. The incumbent has a working understanding of the automated systems currently being utilized by CDCR, and possess the analytical skills necessary to critically evaluate the information gathered for continuity. The PA I assists in the development training strategies and materials for use in the SOMS program.

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Scope and Effect: The PA I may function as the Assistant User Project Manager for Parole in the absence of the assigned PA III and PA II. The PA I ensures program requirements, test cases, and implementation plans capture business requirements related to parole program needs. The PAI works with other SOMS areas to deploy training solutions statewide.

Personal Contact: The incumbent advises managerial, administrative and executive staff on the planning, development, implementation and coordination of SOMS custody issues related to training and site readiness. The incumbent frequently contacts field staff to facilitate SOMS training, parole deployment activities, and to share the status of SOMS. The incumbent is expected to be well organized and communicate effectively, both orally and in written form. The incumbent contributes information for status reports, and reviews materials produced by SOMS staff and vendors. The incumbent provides verbal presentations to customers and briefings to Enterprise Information Services (EIS) staff and Department management. The PA I will have direct contact with the end user group inclusive of support, and operational recovery due to system outages.

Purpose of Contacts:

In the normal course of work, the incumbent is expected to identify and communicate training and operational materials, tools, and documentation regarding SOMS. The incumbent may have contact with the following:

- Adult Institutions: Warden, Chief Deputy Warden, Associate Warden, Business Manager, Superintendent, Executive Superintendent, Assistant Superintendent, and Business Operations.
- Headquarters: Office of Fiscal Services, Budget Management, Business Management, Facilities Management, Contract Management, Enterprise Information Services, Human Resources, Labor Relations, Civil Rights, Risk Management, Policy and Evaluation Division and other Headquarters Divisions.
- Audit Groups: State Controller's Office, Department of Finance, Bureau of State Audits and CDCR Office of Audits and Compliance.
- Division of Adult Parole Operations: Director, Associate Director, Parole Administrators, Parole Agents, Business Operations, Automation Groups.

Specific duties include but are not limited to the following:

45%	Training Program Management and Oversight
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- Assume lead responsibility for assigned areas which may include approvals of vender submitted training plans and materials.
- Assist in identifying Subject Matter Experts from the field when reviewing deliverables.
- Review training materials and identify solutions and business integration for identified end users.
- Assist in work assignment delegation and review of contracted and subordinate staff in the absence of the PA III or PA II.
- Coordinate reviews of training materials and recommend approval or disapproval to the PA III or PA II.
- Distribute draft materials, gather comments, and recommend the approval or disapproval of the material.
- Assist the PA III or PA II on the identification, clarification, resolution development, and implementation of problem resolution.
- Work with the other UPMs and the Technical Program Managers in problem resolution to ensure solutions are fully integrated into the SOMS program.
- Coordinate activities with In Service Training and Parole Regional Training staff.

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- Track and coordinate training plans and materials to ensure completion and review of suspense dates are adhered to.
- Provide training to identified institutional facilitators, DAPO trainers, and end users.

45%	Organizational Analysis and Integration <ul style="list-style-type: none">• Review and recommend approval of changes to the SOMS program that impact the operations of DAPO.• Review policies, rules, regulations, and procedures to ensure the SOMS program meet Parole requirements updates.• Identify issues between documentation and SOMS program execution.• Attend weekly team meetings, ad hoc meetings, and other meetings as required.• Conduct studies and prepare reports as needed. Write and present issue papers.
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10%	Other Duties as Required <ul style="list-style-type: none">• Provide training to staff as required.• Complete required 40 hours of annual training, as well as other job-related training.• Travel as required.
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This position is a rotational assignment not to exceed four years. Acceptance of this assignment does not obligate you to remain for the entire duration of the assignment

This Duty Statement, including the activities, objectives, and performance standards, has been reviewed by the undersigned.

Employee's Signature

Date

Supervisor's Signature

Date