

CHAPTER 8
DIVISION ADMINISTRATORS
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CHAPTER 8

DIVISION ADMINISTRATORS

1. PURPOSE. The purpose of this chapter is to outline expectations regarding the selection of Division Administrators (DAdmin) for the CHP Division field offices.

2. POLICY.

a. The Department shall identify two positions in each Division field office to serve as Information Technology (IT) and Wireless Microphone Video and Recording System (WMVARS)/Body Worn Camera (BWC) support technical leads. These positions will collectively be known as DAdmins. The Department shall identify a third position in each Division field office to serve as Associate DAdmin and backup to the technical lead DAdmin to maintain support for their respective Division field offices in addition to providing backup during vacations and illnesses. The Department further recommends the DAdmin technical lead position be classified at the Information Technology Specialist I level and the Associate DAdmin be classified at the Information Technology Associate level.

b. Roles and Responsibilities. The DAdmins are an extension of the Technology Infrastructure Section (TIS) and act as liaisons to the Local Area Network (LAN) Coordinators assigned to each command within their respective Divisions. The DAdmin is responsible for maintaining, supporting, and providing technical expertise to their Division commands regarding IT and the WMVARS/BWC systems. The DAdmin is also responsible for assisting with IT hardware and software deployments, security incidents and management, access management, and assisting users with various IT operational issues. The DAdmin is responsible for providing user training and orientation for new computer users in the Division and/or enlisting formalized out-service training as funding permits.

3. PROCEDURES.

a. Qualifications.

(1) Required Skills. Persons applying for the DAdmin positions must have a high level of technical experience, skills, and knowledge of computing devices (e.g., desktops, laptops, and tablets); an aptitude and a desire to work with technology; and an ability to work independently and with minimal supervision. The following qualifications are recommended:

- (a) Experience using computing devices and an understanding of IT hardware components and the software that supports an IT enterprise environment.
- (b) Experience with Microsoft Windows devices (e.g., desktops, laptops, tablets) and server products.
- (c) Experience with routers and switches.
- (d) Possess the technical skills required to support the current enterprise environment.
- (e) Experience managing and administering user accounts and permissions.
- (f) Outstanding customer service and interpersonal skills.
- (g) Ability to travel to Area offices within the Division and to attend quarterly training at the CHP Academy.

(2) Desired Aptitude. Information Management Division has limited personnel resources to respond to Division field office technology and computing device problems. To maintain and ensure operational effectiveness and efficiency of the IT environment, the DAdmins must be able to develop the expertise to become self-sufficient in the quick resolution of routine technical issues.

(3) Information Management Division Assistance. Information Technology Section (ITS) and TIS personnel are available to work with DAdmins on unique, nonroutine situations, as they arise.

b. Hiring Interview. The hiring interview is critical to the selection of a DAdmin.

(1) Construction of Questions. Interview questions should be carefully constructed to gauge the candidate's knowledge of the technical areas required to be successful on the job.

(2) Transfer Applicants. Particular attention should be paid when interviewing transfer candidates from non-IT classifications to ensure these persons possess the necessary skill and knowledge sets.

(3) Reclassifying Positions and Recruitment Issues. The TIS shall contact the Selection Standards and Examinations Section for information on reclassifying positions and recruitment issues.

c. Technology Infrastructure Section Assistance.

(1) Hiring Process. The TIS is responsible for all aspects of the hiring process, including:

- (a) Recruitment of candidates.
- (b) Development of interview questions.
- (c) Participation in interviews.
- (d) Ranking of candidates.
- (e) Final candidate selection.

(2) Training and Support. The ITS and TIS personnel will work with Division field office personnel to ensure DAdmins and LAN Coordinators receive appropriate IT training.

(a) Vendor-provided classroom training may be provided in the following areas:

- 1 Microsoft Windows (operating system/user interface).
- 2 Microsoft Office Suite (e.g., word processing, database, spreadsheet, collaboration).
- 3 Microsoft Outlook (e.g., e-mail, calendaring, scheduling).
- 4 Microsoft user administration.

(b) Division Administrator In-Service Training will be provided by ITS and TIS personnel to acquaint administrators with the technology and computing device environments.

(c) The DAdmins will be invited to attend scheduled DAdmin In-Service Training held at the CHP Academy or via Microsoft Teams. This training is designed to assist the DAdmins in successfully performing their assigned duties.

(d) The TIS, IT Support Unit personnel are available for extended hours telephone support. Names and telephone numbers for key ITS and TIS support personnel will be provided, as well as names and telephone numbers for individuals responsible for providing vendor hardware maintenance and support.

- d. Duties. The DAdmin shall be responsible for the following duties:
- (1) Controlling data access on the Division network infrastructure.
 - (2) Password control on the Division network infrastructure.
 - (3) Managing user accounts as part of regularly scheduled Active Directory maintenance.
 - (4) Assisting with deploying and installing new applications distributed by headquarters within the Division.
 - (5) Managing network printers.
 - (6) Assisting Division commands with IT assessments.
 - (7) Providing file recovery services to Division and Area office file servers.
 - (8) Managing the backups (e.g., restoring deleted files for users).
 - (9) Deploying new and replacement network equipment within the Division (e.g., servers, routers, switches).
 - (10) File maintenance (e.g., monitoring file servers to ensure users are deleting obsolete files).
 - (11) Providing first-level support (e.g., diagnose and troubleshoot issues) for all Division users.
 - (12) Providing second-level support for all Area LAN Coordinators.
 - (13) Providing training or tutoring as necessary.
 - (14) Training and orienting new Area LAN Coordinators in the Division.
 - (15) Providing workstation support for the Division (e.g., ensuring workstations are configured properly, troubleshooting issues).
 - (16) Acting as the single point of contact for all network infrastructure-related problems in the Division.
 - (17) Providing input to TIS regarding specific IT hardware and/or software solutions required or desired by the Division.