

Department of Consumer Affairs

Position Duty Statement
HR-41 (Revised 9/2019)

Classification Title	Board/Bureau/Division
Information Technology Technician	Contractors State License Board (CSLB or Board)
Working Title	Office/Unit/Section/Geographic Location
Service Desk Technician	Office of Information Technology/Network and Infrastructure Services/Service Desk - Sacramento
Position Number	Name and Effective Date
622-120-1400-001	

General Statement: Under the close supervision of the Information Technology Manager I (ITM I) and the Chief of Information Technology (ITM II), the Information Technology Technician I (ITT) provides Service Desk support to the Contractors State License Board (CSLB) employees allowing them to keep continuity of mission critical and business essential functions. The ITT position is in the Client Services domain. Duties include, but are not limited to, the following:

A. SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]:

45% (E) Service Desk Support

Create and process tickets using Symantec helpdesk ticketing system. Issues the ITT may encounter are: resetting user's password on mainframe or Active Directory (AD), troubleshooting network, printing and scanning connections, applications, such as Microsoft Office Suite not responding, assist remote users with their smart phones, Office 365 (O365) email accounts, Microsoft Teams phones, and problems accessing the CSLB network using Secure Socket Layer or Virtual Private Network (VPN). Issues must be documented, and the solution must be clearly noted on the ticket for future reference for these types of occurrences. **(10%)**

Support customers experiencing hardware/software problems of moderate nature. Working knowledge with AD, Transmission Control Protocol/Internet Protocol (TCP/IP), latest Windows OS to assist the customers via remote access. Assist colleagues in troubleshooting issues, which may include AD Group Policy (GP), problems with Dynamic Host Configuration Protocol (DHCP), switch failure, device errors, etc. Assist third level network/security support staff. **(10%)**

Install and maintain equipment, along with providing onsite technical assistance to employees at the CSLB's thirteen offices. Work directly with third level support on resolving customer issues, documenting issues, and recommending solutions, providing follow up assistance as needed.

Support Service Desk colleagues with troubleshooting issues. Provide user training if end-user doesn't understand how to use hardware/software/peripheral or if an end-user continues to make errors (i.e. fails to log off application correctly). **(10%)**

Create Service Desk tickets with the California Department of Technology, Office of Technology Services, Department of Consumer Affairs, Office of Information Services, and/or our Internet Service Provider as needed when connectivity to CSLB remote offices fail. Ticket issues may include circuit or router communication with CSLB offices are not functional and out of CSLB's control. Follow-up with resolution of what caused the outage (i.e. roadwork cut cable) and communicate to Network team. **(5%)**

Key hardware/software/peripherals data into the CSLB IT Access inventory Database to track software, computers, peripherals, etc. Survey old equipment and process paperwork. **(5%)**

Provide technical recommendations to ITM I and third level support staff for desktop, laptop, server, and/or printer configurations that best match the network architecture. Responsible for the installation, inventory, configuration, implementation, and maintenance of networked hardware and software for CSLB employees. Familiarity with different types of hardware that include Hewlett Packard (HP) and Dell laptops and desktops, Samsung and HP printers, SHARP copiers, and Samsung mobile devices. The software includes Windows 10 OS and Microsoft O365. **(5%)**

25% (E) Examination Administration Support

Work actively with a vendor PSI, LLC where all CSLB's Law and Trade examinations are administered as well as work closely with DCA's OPEC. Provide first line support to the Examination Administration unit.

10% (E) Remote users Access CSLB's Network

Assist remote users with their state issued smart phones and laptops, additionally assist users with Palo Alto's VPN client that allows a user to connect their state issued laptop to the CSLB network. Assist users in connecting with Office 365 (O365) email and/or using Outlook Web Access.

10% (E) Hardware/Software Analysis and Documentation

Conduct full analysis of hardware/software procurement by looking at specifications and needs of the hardware for applications to function properly (i.e. memory, processors, storage)

Prepare application system documentation providing information on what particular software does or shall do, what requirements are needed, provided documentation for system administrators for the applications to run on the servers and support staff to maintain the application.

Develop instructions for end-users when new Software is deployed, which include customized instructions for CSLB's work environment and not the default documentation provided by the software vendor. The instructions will make it simple for the end-user to follow processes to use the application.

Develop technical documentation for new software applications deployed. As new instructions are prepared for new applications being deployed to end-users, provide end-users hands-on training as needed individually or in groups as requested by management.

5% (E) Travel

Travel may be required to CSLB remote offices when needed.

5% (M) Security

Read and understand the DCA Security Policy and CSLB Security Guidelines to assist in maintaining security for CSLB. Maintain security documents signed by all users who have access to CSLB's network using state issued devices. Maintain security documents for smart phones and VPN client used on laptops/desktops.

B. Supervision Received

Incumbent is under the close supervision of the ITM I and may receive assignments from the ITM II.

C. Supervision Exercised

None.

D. Personal Contacts

The incumbent will have daily contact with all levels of Information Technology staff and all CSLB staff. Additionally, the ITT will network with professional groups and researchers from other organization, DCA Administrative staff, a variety of hardware and/or software vendors, and other government agencies.

E. Actions and Consequences

Failure to exercise good judgment to carry out the duties could result in unavailability of CSLB's automated systems; this would impact CSLB's staff ability to perform their jobs resulting in backlogs in every unit/function of CSLB; from licensing, examination, and enforcement. A backlog would impact applicants and licensees' livelihood; as well as impact to consumers, applicants, and licensee who utilize the automated licensing features, applicant/examinee information, forms, and other information.

F. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone are essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position and to position self to perform a variety of tasks. The incumbent must also position self to maintain computers in the office, including under desks; must frequently move IT equipment weighing up to 25 pounds; and frequently move about to and/or from workstations and worksites.

Overtime may be required for travel or after hours or weekend work. When the situation dictates the incumbent works a varying work schedule and can be on-call during non-work hours. The incumbent must be willing to be on "call back time" and/or "standby time". The incumbent is required to travel throughout an assigned geographical area by various

methods of transportation and must be willing to travel within California to CSLB's various remote sites requiring overtime in addition to working overtime in Sacramento after hours and weekends.

G. Other Information

Incumbent must possess the ability to communicate effectively with end-users and professional staff and must be able to administer and understand the implementation of the technologies applied at CSLB. The incumbent is expected to be familiar with Active Directory, Windows Operating System, and Client Environment, including technology concepts, practices, methods, and principles. Incumbent will be required to develop and maintain their knowledge of procurement procedures and policies, security policies and procedures which includes the State Administrative Manual, DCA policies and procedures, and the Department of General Services' policies and procedures (i.e., California Multiple Awards Schedule (CMAS), Master Service Agreements (MSA), etc.).

The incumbent must have the ability to work under changing priorities and deadlines, be able to reason logically and creatively and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives; research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

This position requires confidentiality and discretion due to the sensitivity of the documents handled. Incumbent works on equipment with sensitive data as well as has access to secure areas for technical support and will be required to submit fingerprints to the Department of Justice for criminal history background clearance and be cleared before hiring.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Employee Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Supervisor Printed Name

Approved 5/2024 HM