

POSITION DUTY STATEMENT

DFPI HRO 203 (Rev. 08-13)



EMPLOYEE Vacant		CLASS TITLE: Information Technology Specialist I		WORKING TITLE: Helpdesk Analyst	
DIVISION OR UNIT: ITO/NorCal IT Services		POSITION NUMBER: 410-1131402-301		COLLECTIVE BARGAINING: RO1	MCR: 1
EFFECTIVE DATE:		CONFLICT OF INTEREST CATEGORY: 4		PROBATION: 12 months	
SALARY:		RANGE: C		IMMEDIATE SUPERVISOR (Print) Cris VanKeuren	
WORK SCHEDULE:					DAILY HOURS:
Mon <input checked="" type="checkbox"/>	Tues <input checked="" type="checkbox"/>	Wed. <input checked="" type="checkbox"/>	Thurs. <input checked="" type="checkbox"/>	Fri. <input checked="" type="checkbox"/>	Start: 8:00 a.m. Finish: 5:00 p.m.
<p>1. Supervision Received: Under general supervision of the IT Supervisor II, NorCal IT Services, the Information Technology Specialist I (Helpdesk Analyst) has direct responsibility for end user support of NorCal IT Services. Occasional travel is required to other DFPI offices in San Francisco, Los Angeles and San Diego.</p>					
2. Supervision Exercised: None					
3. Physical Demands: See below.					
4. Job Description: (Percentage of time performing each function)					
Percent of Time	ESSENTIAL FUNCTIONS				
40%	<p>Domain: Client Services, System Engineering</p> <p>Monitors the Help Desk Systems. Assists with managing and development of DFPI enterprise images, software packages and patch management. Maintains software for all computer systems in the DFPI. Monitor IT Management portals such as Volume Licensing, Office 365 Admin Center and security dashboards. Help Desk Systems duties may consist of but are not limited to: creating user accounts in AD; assisting remote users with VPN or remote access issues; troubleshooting and/or providing assistance for printer issues (local and networked); and other network, hardware, and/or software support. Ensures hard drives have removed and/or destroyed data in accordance with industry-accepted practices prior to be surpluses or discarded.</p>				
40%	<p>Domain: Client Services</p> <p>Provides help desk functional support of the more complex end-user issues, tracks inventory, deploys computers, laptops, tablets, printers, etc. Manages file permissions, security access and rights. Independently escalates issues to programming and/or network staff.</p>				
10%	<p>Domain: Client Services</p> <p>Functions as a point of contact for help desk end-users, providing direct help desk support of the departmental DOCQNET scanners and related DOCQNET subsystems; troubleshooting issues with scanning functionality; training users on the basic functions of the scanners; provides support of data retrieval for ADHOC reports via advanced find reports; and performs analysis with end-users in determining requirements for ADHOC reports and enhancement requests.</p>				

POSITION DUTY STATEMENT

DFPI HRO 203 (Rev. 08-13) Page 2 of 5

5%	<p>Domain: Client Services</p> <p>Prepares training documentation and provides hands–on training and support of new users. As a member of the Help Desk team, assists in the development of work plans for the implementation of new enhancements; assists in evaluating systems-level upgrades to ensure high system performance satisfaction to our end-users; and provides analysis of complex issues, including the preparation and development of formal recommendations to management to ensure continued system performance and availability.</p>
<i>Percent of Time</i>	NON-ESSENTIAL FUNCTIONS
5%	Performs other related duties as required, such as assisting with training and meeting setup including ensuring the functionality of laptop(s), projector(s) and network connection(s).

POSITION DUTY STATEMENT

DFPI HRO 203 (Rev. 08-13) Page 3 of 5

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.					X
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.					X
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.					X
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.					X
SITTING: At a computer terminal or desk; conferring with employees.					X
STANDING:				X	
BALANCING:		X			
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.					X
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.					X
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.					X
LIFTING UP TO 10 LBS. OCCASIONALLY:				X	

POSITION DUTY STATEMENT

DFPI HRO 203 (Rev. 08-13) Page 4 of 5

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:				X	
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:			X		
FINGERING: Pushing buttons on telephone; typing; copying.					X
REACHING: Answering phones.					X
CARRYING: Distributing mail; reports; stocking supplies.					X
CLIMBING: stairs		X			
BENDING AT WAIST:					X
KNEELING:		X			
PUSHING OR PULLING:		X			
HANDLING:					X
DRIVING:		X			
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.					X
WORKING INDOORS:					X
WORKING OUTDOORS:		X			
WORKING IN CONFINED SPACE: Enclosed office environment.					X

POSITION DUTY STATEMENT

DFPI HRO 203 (Rev. 08-13) Page 5 of 5

SIGNATURES

Certification of Applicant/Employee

*Note – **Do not** sign certification if you have any concerns regarding your ability to perform the essential functions of this position. Contact the DBO Human Resources Office for additional information.*

I certify that I possess essential personal certifications including integrity, initiative, dependability, good judgment, and 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.

I have read and discussed these duties with my supervisor.

Employee's Signature

Date

Civil Service Title

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title

Position classification approved:

Personnel Analyst's Signature

Date