

**STATE OF CALIFORNIA  
CIVIL RIGHTS DEPARTMENT  
DUTY STATEMENT**

<b>Employee Name</b>	<b>Classification Name</b>	<b>Position Number</b>
Vacant	Information Technology Associate	326-510-1401-XXX
<b>Division/Unit</b>	<b>Date</b>	<b>Prior Pos # (if applicable)</b>
Information Technology		

**SUMMARY OF RESPONSIBILITIES**

Under general supervision of the Information Technology Supervisor I, the Information Technology Associate (ITA) is responsible for assisting with system support for multiple, highly complex CRD technology platforms. The ITA works in conjunction with the Information Technology Services Unit (ITSU) staff on programs and projects dealing with statewide applications, deployment and updates. Duties of the incumbent include, but are not limited to the following:

**Description of Essential Functions:**

- 30% Provide first and second level troubleshooting support and helpdesk functions for IT systems and equipment, which includes a wide range of hardware platforms, software applications and peripheral devices.
- 20% Install and configure networking software and hardware. Perform imaging, re-imaging of desktops and laptops. Assist with the configuration of mobile devices.
- 15% Provide technical support for the Case Management System to CRD staff members and members of the public.
- 15% Assist with desktop management, including the use of Endpoint Manager and Azure Active Directory to deploy applications and security updates.
- 10% Create user accounts and assign permissions on CRD Case Management System and Active Directory for new employees.

**Marginal Functions:**

- 5% Assist in developing system documentation and training materials. Assist in providing training to staff on departmental applications, which includes developing user guides and technical documentation on Department applications.
- 5% Perform other duties as assigned.

### **Desirable Qualifications:**

- Experience or knowledge in leading and managing concurrent development projects.
- Experience in communicating effectively both verbally and in writing.
- Experience in a helpdesk support environment, including customer support.
- Experience creating and maintaining accounts on Active Directory.
- Experience installing, replacing and troubleshooting IT equipment, including but not limited to desktops, laptops, monitors, printers and software.
- Experience with Microsoft 365 Admin Center, Endpoint Manager and Azure Active Directory.
- Knowledge of system testing methods and techniques.
- Ability to learn new programs, processes, and procedures.
- Ability to work independently and in a team environment.

### **Work Environment, Physical or Mental Abilities:**

- Requires ability to effectively handle stress, and work in a noisy and fast paced environment
- Requires daily use of a personal computer and related software applications at a workstation
- Requires ability to complete tasks that require repetitive hand movements in the performance of daily duties
- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day
- Requires dependability and excellent attendance record
- Willingness to work irregular hours

### **Working Conditions:**

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions associated with this job.

### **Supervision Received:**

The ITA receives general supervision from the Information Technology Supervisor I.

### **Supervision Exercised:**

None.

### **Administrative Responsibility:**

None.

**Personal Contacts:**

The ITA may have daily contact with departmental management and staff, and periodically has contacts with control agency representatives, data center representatives, other state agencies, and private industry.

**Actions and Consequences:**

The ITA is in a sensitive position involving critical departmental data assets, and the security of said assets. Failure to use good judgment in design and implementation or to ensure the timely processing of requests could result in data asset compromise. Failure to use good judgment in handling sensitive and confidential information could result in sensitive information being released to unauthorized persons and/or incorrect information used to make management decisions.

**Certification of the Employee:**

I have read and understand the duties as described above for the Information Technology Associate. I am capable of performing the essential functions with or without a reasonable accommodation and meet the job requirements as described above.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date