

DUTY STATEMENT

DUTY STATEMENT

Employee Name: Vacant	Current Date: 11/28/23
Classification: IT Associate	Position #: 673-860-1401-017
Division/Office: Office of Information Services	CBID: R01
Section: Tech Support	
Supervisor Name: Celena Lema	Supervisor Classification: IT Sup II

I certify that this duty statement represents an accurate description of the essential functions of this position.	
Supervisor:	Date:

I have read this duty statement and agree that it represents the duties I am assigned.	
Employee:	Date:

SPECIAL REQUIREMENTS OF POSITION (IF ANY):

- Designated under Conflict of Interest Code.
- Duties performed may require pre-employment physical.
- Duties performed may require drug testing.
- Duties require participation in the DMV Pull Notice Program.
- Requires the utilization of a 32-pound self-contained breathing apparatus.
- Operates heavy motorized vehicles.
- Requires repetitive movement of heavy objects.
- Works at elevated heights or near fast moving machinery or traffic.
- Performs other duties requiring high physical demand. (Explain below):
Performs routine of lifting and transporting IT equipment of at least 50 pounds with the use of a hand truck or pushcart.
- Duties require use of hearing protection and annual hearing examinations.

SUPERVISION EXERCISED

<input checked="" type="checkbox"/> None	<input type="checkbox"/> Lead Person
<input type="checkbox"/> Supervisor	<input type="checkbox"/> Team Leader

DUTY STATEMENT

ASD/HRB-12 (REV. 03/2020) PAGE 2 OF 4

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises: N/A

Total number of positions in Section/Branch/Office for which this position is responsible: N/A

FOR LEADPERSONS OR TEAM LEADERS ONLY:

Indicate the number of positions by classification that this position LEADS:

MISSION OF SECTION:

The IT Operations and Support Branch (ITOSB) is responsible for the implementation, enhancement, and maintenance of CARB's office automation, computer systems and supporting enterprise infrastructure. CARB's network, desktop, telecom, and enterprise systems support more than 1,700 users in Sacramento, Riverside, laboratories, and other remote sites. ITOSB provides support of IT assets, lab equipment, desktop computers and printers, email/calendaring, service desk support, technical support, and level 1 network. ITOSB also supports all CARB voice, video and data communications services. The section also bears primary responsibility for maintaining and operating the underlying enterprise platforms, including servers and systems software that host these systems and databases, and CARB's extensive Internet and Intranet websites."

CONCEPT OF POSITION:

Under general supervision of the Information Technology Supervisor II (IT Sup II) of the ITOSB / Technical Support Unit, the Information Technology Associate (IT Assoc.) acts as business or technical specialist to provide in-depth, reliable, efficient and professional support to IT hardware and software services for CARB end users. The IT Assoc. will be responsible for providing support services that include, but are not limited to: software installs; workstations such as desktops and laptops; basic network configuration; telecommunications including mobile device management; server and application support; and, supporting other miscellaneous IT hardware.

The IT Assoc. conducts business activities in a professional manner that leads to superior customer satisfaction and delivers services that meet or exceed the end user's expectations. The IT Assoc. is responsible for individual decisions and actions while working on complex systems using best practices and innovative technologies. When handling confidential personnel and/or business data, the IT Assoc. must maintain confidentiality while handling and processing any confidential personnel/business data.

DUTY STATEMENT

INFORMATION TECHNOLOGY DOMAINS:

- Business Technology Management
- Information Security Engineering
- IT Project Management
- Software Engineering
- Client Services

- System Engineering

<u>% OF TIME</u>	<u>RESPONSIBILITIES OF POSITION</u>
35% E	<p>Client Services: Provides incident and problem management support to CARB end users. Acts as a liaison between users, other IT support staff, and vendors in resolving the difficult and complex problems that may be encountered dealing with network, infrastructure, software, hardware, or other IT related issues involving state equipment. Works directly with vendors to process warranty items including repairing and replacing defective IT equipment. Documents and develops procedures, and provides training for other technicians. Interacts in a professional manner with all levels of staff, which includes supervisors, management, other support units and vendors on a daily basis. Works directly with the Service Desk to provide fast and efficient IT support and customer service to CARB end users and provides backup support to the Service Desk call center. Knowledge of scripting languages, practices and tools.</p>
35% E	<p>System Engineering: Works on PC hardware and software installations. Acts as a subject matter expert for windows, Linux and mac operating systems. Assists more technical or complex incidents. Provides technical consultation and problem analysis. Provides status and reports in both written and verbal communication. Provides technical expertise and serves as backup to the other technicians as needed and may travel to remote offsite locations and Southern California campus. Maintains documentation pertaining to user and system support processes, including the service desk knowledge base. Knowledge of inner workings of hardware and software components including machine level programming and scripting.</p>
20% E	<p>Business Technology Management: Researches, compiles, analyzes, and evaluates data to continuously improve operations. Studies, learns, and implement future technology changes and best practices. Provides testing of new IT hardware and software solutions and provides feedback and analysis as necessary. Attends job related trainings in order to remain current on IT trends and changes and to provide the best service to CARB end users. Shares training knowledge gained with other technical staff in support of "train-the-trainer" methodology; or, shares IT knowledge gained</p>

DUTY STATEMENT

	on the job through any other forms of knowledge transfer with other OIS staff. Understands and participates in the Information Technology Infrastructure Library (ITIL) fundamentals. Participates with implementations for change management requests, service requests, and various projects, including but not limited to, hardware and software refresh projects. Makes recommendations for process and technical improvements to OIS Management.
5% M	Information Security Engineering: Ensures security controls are met throughout the lifecycle for all IT assets.
5% M	May rotate to other teams depending on workload needs and departmental priorities. May travel to remote offsite locations to provide technical support. May perform other duties within the scope of the classification as required.