

**DEPARTMENT OF JUSTICE
DIVISION OF MEDI-CAL FRAUD AND ELDER ABUSE
INVESTIGATIONS SECTION
DESKTOP SUPPORT UNIT
DUTY STATEMENT**

NAME:

CLASSIFICATION: Information Technology Associate

PRIMARY DOMAIN: Client Services: The full lifecycle of end-user device solutions, including evaluation, configuration, provisioning, training, security, tracking, and support for an end-user computing environment.

STATEMENT OF DUTIES: Under the general supervision of the Information Technology Manager I, the incumbent will work in the Desktop Support unit to assist in the Division of Medi-Cal Fraud and Elder Abuse's (DMFEA) technical support services involving desktop hardware and software applications, evaluate and purchase new software and hardware, and provide end user support and training for all software products on the desktop.

SUPERVISION RECEIVED: Is under the general supervision of the Information Technology Manager I.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to sit at a computer terminal for extended periods of time and to lift, carry, and move items up to 25 pounds. Ability to travel to DMFEA regional offices and throughout the State on a planned schedule and at short notice.

TYPICAL WORKING CONDITIONS: Open-space in a smoke-free environment.

ESSENTIAL FUNCTIONS:

40% Provides technical support and direction to users in the resolution of personal computer related problems and/or equipment malfunctions, on-site training and support to users in multiple DMFEA offices, development and design of special forms and macros, creation of administrative automated scripts, installation and reloading of various software, case management database maintenance and integrity, and custom database design and implementation.

In cooperation with the Hawkins Data Center (HDC) and the Technical Assistance Center (TAC), develops, implements and enforces policies and protocols to ensure compliance with industry and departmental standards for LAN management, back-up, and operational recovery.

40% Analyze and diagnose complex problems related to users, communications, system and/or software. May act as a lead person to take appropriate action to correct

reported problems, educate the user, initiate equipment replacement, and when needed, initiate problem resolution activity and communications with DOJ network staff, HDC, and TAC. Process requests for assistance received via the DMFEA help desk. Calls for assistance may include software/hardware problems, requests for computer and mobile device service, or questions pertaining to applications supported.

- 10% Provides training to new and existing Division staff. Creates training materials, manuals, and Division policies and procedures. Reference resources consist of, but are not limited to, basic PC operational procedures, software and hardware specifications, documentation of problem resolutions and frequently asked questions.

MARGINAL FUNCTIONS:

- 5% Understands and complies with the Department's Information Security policies. Monitors and maintains inventory of hardware, software and supplies.
- 5% Other duties as required involving the Division's Desktop Support unit.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature Date

Supervisor's Signature Date