

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

INFORMATION TECHNOLOGY ASSOCIATE (ITA)

POSITION NUMBER:

800-761-1401-001

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

ISD / OPERATIONS AND MANAGEMENT BRANCH

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

CUSTOMER SUPPORT BUREAU

SUPERVISOR'S NAME:

NATALIE BELTON

SUPERVISOR'S CLASS:

INFORMATION TECHNOLOGY SUPERVISOR II

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☒ Requires repetitive movement of heavy objects.
- ☒ Performs other duties requiring high physical demand. (Explain below)
- ☐ None
- ☒ Other (Explain below)

The incumbent must be able to lift and carry IT equipment which can weigh up to 55 lbs. Fingerprint clearance is required.

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

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

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

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

N/A

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

N/A

MISSION OF ORGANIZATIONAL UNIT:

ISD's mission is to support and enhance access to information and data so the Department's programs and operations can achieve their business goals. To accomplish this, we are committed to work in cooperation with our customers to:

- effectively managing information systems and equipment
- plan, communicate, and maintain responsible Information Technology policies and solutions
- share and transfer Information Technology knowledge and tools

The position shall cover the the Client Services domain.

CONCEPT OF POSITION:

Under the general supervision of the Information Technology Supervisor II (IT Sup II), the Information Technology Associate (ITA) is responsible for providing immediate support to users utilizing California Department of Social Services (CDSS) Information Technology (IT) equipment. The ITA serves as a Desktop Support analyst for all users including hardware and software support, and provides advice, consultation, and analytical problem solving assistance in complex end user computing. The primary duties of the ITA lie within the Client Services Domain. Elements include: The full life-cycle of end user device solutions including evaluation, configuration, provisioning, training, security, tracking and support for an end user computing environment.

A. RESPONSIBILITIES OF POSITION:

45% - Provide customer service and support for users on all IT equipment including hardware and software troubleshooting and timely problem solving and resolution. The ITA is responsible for logging and documenting all work activity in the Information Technology Service Management (ITSM) system, receiving and logging calls, providing documentation about incidents, and escalating calls to appropriate personnel using the ITSM system. Provide support and assistance to CDSS users on various software applications, including but not limited to: Microsoft Windows, Microsoft Office Suite and Office 365, Adobe Products, Citrix Products, Agency/Department Business Applications, Active Directory (AD), Email, Security groups, System Center Configuration Manager (SCCM), Active Sync, Mobile Device Management (MDM), and Department approved applications residing on all Department owned mobile devices. The ITA will provide hardware support for devices including, but not limited to: Desktop/Laptop PC's, printers, fax machines, telephones, video conferencing equipment, and other hardware devices. Provide support for configuration of Department owned mobile devices. Create procedures on troubleshooting steps and solutions for problems and provide training to others. Support the ISD ITSM solution by properly identifying and categorizing all IT related service requests and incidents.

30% - Work directly with all support staff on problem solving and troubleshooting IT problems. Act as liaison between users and other IT support staff in resolving the difficult and complex problems that may be encountered dealing with network, infrastructure, software, hardware, or other IT related issues involving Department owned equipment. Provide continual independent analysis of the overall needs for Department IT solutions statewide. Research, compile, analyze, and evaluate data to continuously improve Client Support operation. Identify, communicate, and work to resolve minor and major IT related incidents and problems using the Department ITSM solution. Participate in Department equipment refreshes, deployments, and staff relocation.

10% - Diagnose, resolve or elevate the more complex issues to appropriate staff. Report system and operational problems reported by the end user community that are affiliated with the current supported Department standards including operating system or IT equipment to supervisor or appropriate ISD support group. Coordinate problem resolution with departmental IT support staff and service contract vendor's technical staff. Interact in a professional manner with all levels of staff and Department customers, which includes supervisors, management, other support units, vendors, other Agencies, and the Office of Technology Services Service Desk on a daily basis.

10% - Study, learn, and implement future technology changes and best practices as the Department IT infrastructure continues to evolve. Provide testing of new IT hardware and software solutions and provide feedback and analysis as necessary. Attend job related trainings in order to remain current on trends and changes in the IT field in order to serve customer base. Understand and participate on the Information Technology Infrastructure Library (ITIL) fundamentals. Perform other related duties as assigned including but not limited to, special projects, providing support for other Department IT management and staff, and acting as Department liaison attending recurring meetings.

5%- Perform other duties as assigned, including but not limited to: special projects, providing support to other Department IT management and staff, and acting as Department liaison attending recurring meetings.

B. SUPERVISION RECEIVED:

The ITA receives general supervision from the IT Sup. II who will ensure staff is sufficiently aware of the Bureau, Branch, Division, and Departmental goals and policies to support them through project activities and management actions.

C. ADMINISTRATIVE RESPONSIBILITY:

The ITA is responsible for IT technical and services support, procurements, and deployments, including the maintenance of effective policies and procedures. The incumbent assists with IT related call tracking, forms, and reporting.

D. PERSONAL CONTACTS:

The ITA has routine contact with government and private sector employees including Executive staff, management, staff, consultants, technical support staff, and vendors.

E. ACTIONS AND CONSEQUENCES:

The incumbent must exercise good judgment in providing assistance, consultation, and communication to all levels of staff, and follows established IT policies and procedures to ensure standardization and continuity of service delivery. The Department services the citizens of California by providing social services. High quality, appropriate deployments and use of the IT infrastructure is crucial to servicing the needs of California citizens. Failure to provide timely and appropriate IT support to staff may result in the failure of CDSS staff to administer mandated social services programs, non-productivity, and frustration.

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. This position is subject to fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

The incumbent must possess strong customer service skills and be able to work in a team environment, as well as independently. The incumbent must also possess comprehensive knowledge of how IT and telecom equipment works, operating systems and application software. The successful candidate will also possess strong analytical skills, and excellent interpersonal and communication skills. The job requires some travel to other regional offices within California. The incumbent must be able to routinely lift and carry equipment which can weigh up to 35 lbs. The incumbent must undergo a fingerprinting and background process to obtain state and federal clearance, and must maintain confidentiality on all information gained during their employment with the Department.