

Duty Statement

Department of Managed Health Care

OFFICE: Office of Technology and Innovation	EFFECTIVE DATE:
CLASSIFICATION: Information Technology Associate	DATE APPROVED: 07-29-2025
POSITION: 409-531-1401-034	TELEWORK DESIGNATION: <i>Remote-Centered</i>
WORKING TITLE: Desktop Support Analyst	

DEPARTMENT OBJECTIVE:

The mission of the California Department of Managed Health Care (DMHC) is to protect consumers' health care rights and ensure a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of more than 29.8 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

PROGRAM OBJECTIVE:

The Office of Technology and Innovation (OTI) enables the DMHC to deliver essential services to the State of California using Information Technology (IT). The systems that the OTI supports have become valuable tools in the execution of the DMHC's business functions. OTI develops, maintains, and supports multiple IT systems that include a vast variety of office automation tools, custom applications, public and internal web sites, business intelligence tools, and the underlying IT infrastructure. The Technical Services Division (TSD) provides support to endpoint applications and devices, which includes, but is not limited to, desktops, laptops, smartphones, tablets, SharePoint and Microsoft Teams.

GENERAL DESCRIPTION:

Under the general supervision of the TSD Supervisor, an Information Technology Supervisor II, the Desktop Support Analyst (DSA) works in the Service Desk performing a variety of tasks in connection with the analysis, development, installation, implementation, procurement, and support of information technology systems, multifunction automated office systems, microcomputer systems, and teleprocessing networks and/or systems. Support includes: technical configuration and support for the desktop computing environment, security patch management and help desk support for all locations, managing specifications, installation and testing of computer systems and peripherals within established guidelines.

IT DOMAINS

- | | |
|---|---|
| <input type="checkbox"/> Business Technology Management | <input type="checkbox"/> Information Security Engineering |
| <input type="checkbox"/> IT Project Management | <input type="checkbox"/> Software Engineering |
| <input checked="" type="checkbox"/> Client Services | <input type="checkbox"/> Systems Engineering |

TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

PERCENTAGE **JOB DESCRIPTION**

Essential (E)/Marginal (M)

- | | |
|----------------|--|
| 45% (E) | Responsible for handling routine activities associated with responding, tracking and closure of all first level Service Desk tickets which impact the delivery of services to the department's end users (onsite and remote) and external stakeholders by: <ul style="list-style-type: none">• Submitting Service Desk tickets using the automated service desk system.• Troubleshooting and resolving incidents.• Documenting reported incidents in the service desk system.• Escalating appropriate incidents to their respective 3rd level support groups.• Ability to use automated tools for remote support.• Providing 1st level technical support for desktop applications.• Processing assigned tickets using the Service Desk system in a timely manner.• Installing software on end-user desktops and laptops via automated application deployment.• Maintaining Service Desk records and documentation. |
| 30% (E) | Install, configure, and support end user devices including, but not limited to desktop computers, notebooks, Smartphones, applications and related Operating Systems, applications, encryption, and peripherals. Work with second level support specialists and vendor support contacts to resolve technical problems with desktop computing equipment and software. Ensure computers interconnect seamlessly with diverse systems including associated file and print servers, email servers, application servers, and administrative systems. |
| 10% (E) | Assist with patch management tasks associated for all desktops, notebooks and software. Effectively utilize software delivery software to electronically push software patches and updates to desktops and notebooks. Remediate any devices not patched or updated through the electronic automated process. |

- 5% (E)** Assist in deploying and supporting functionality of Microsoft System Center Configuration Manager (SCCM). This includes, but is not limited to, image deployment, application deployment, updates and maintenance.
- 5% (E)** Assist (responsible for all aspects of the delegated IT procurement process) in the procurement of routine hardware, software and supplies. Assess functional needs to determine specifications for purchases. Research new technology and products and assist unit with development of the desktop computing roadmap. Prepare other related procurement documentation necessary for hardware and software requests using the department's standard Procurement Tracking System (PTS). Receive requested items, update inventory tracking database to reflect hardware and software additions, moves and changes.
- 5% (M)** Participate in studies and proof of concepts (POC) to evaluate the hardware and software products being considered for use by DMHC. Prepare status reports, attend meetings as required, and perform other duties as required.

(marginal duties may not exceed 5% of the duty statement)

SUPERVISION EXERCISED OVER OTHERS:

This position has no direct supervision responsibilities.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally, and confidentially with all internal and external customers and contacts. In addition, the employee must have all knowledge and abilities of the Information Technology Associate classification; and have

Knowledge of: Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices.

Ability to: Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee may have access to very sensitive and confidential information.

State of California
Health and Human Services Agency
Department of Managed Health Care
DUTY STATEMENT

DMHC 62-137 New: 12/04 Rev: 05/2023

Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

WORK ENVIRONMENT:

The DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to adhere to the state telework policy, the DMHC's telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

POSITION REQUIREMENTS:

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

ADDITIONAL REQUIREMENTS:

This position is required under the DMHC's Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

SIGNATURES:

The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

Employee: I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

Supervisor: I have discussed the duties with and provided a copy of this duty statement to the employee named above.

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date