

STATE OF CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION POSITION ESSENTIAL FUNCTIONS DUTIES STATEMENT PO-199 (06/16)		Working Title of Position Technology Associate – Mendocino Unit	
		Division and/or Subdivision Information Technology Services	
INSTRUCTIONS: The Director is required by Government Code Section 19818.12 to report (or to record) "...material changes in the duties of any position in his or her jurisdiction". The Position Essential Functions Duties Statement is used for this purpose. Enter identifying information and effective date at the right. Enter brief description of each of the important duties and responsibilities of the position below. Group related duties in numbered paragraphs and indicate the percentage of total time occupied. Indicate the "essential functions" of the position by placing an asterisk (*) in front of those individual duties you determine to be essential to the job. Discuss the duties with the employee assigned to the position. Both the employee and supervisor sign the document where indicated. The supervisor retains the original document and provides a copy to the employee.		Location of Headquarters West Sacramento w/ Office in Willits	
		Class Title of Position Information Technology Associate	
		Position Number 541-021-1401-002	
		Effective Date January 2025	
Percentage of Time Required	Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.		
45%	Under the general supervision of the Information Technology Supervisor II, the Information Technology Associate under the Customer Services domain will perform the following duties: *Performs the installation of software and hardware, providing support to customers for software purchased and/or applications developed by the department. *May drive state vehicle to outlying facilities and effect repairs onsite as needed, supporting both networked and stand-alone computers, and smartphones. *Supports Microsoft Office productivity tools, the Windows Operating System, and other commercial-off-the-shelf software. *Coordinates and/or performs minor maintenance, service, and repair of computing assets for field offices. *Coordinates issues and/or escalates as needed, either to the Field ITS Supervisor, or the Tier III technicians of ITS Sacramento. *Performs minor network additions and revisions – adding patch cables, users, replacing switches, routers, or wireless access points. Working with Enterprise Architecture, assists network vendors, and computer staff as the site contact Subject Matter Expert (SME) for their facilities. *Working with Sacramento elements of Information Technology, acts as technical representative for repair, maintenance, and connectivity of computers (both networked and standalone), tablets, Mobile Data Terminals (MDT's), smartphones, including minor network infrastructure. *Maintains a current inventory of all hardware and software in their assigned unit.		
35%	*Assists with the installation and integration of MDT's for the elements of CAL FIRE's fleet within their area of responsibility. *In conjunction and with the direction of the CAL FIRE AVL group (and/or the unit ECC Chief) installs, connects, troubleshoots, and replaces components on both the MDT plate and the MDT console unit. *Reviews requests for replacement personal computer hardware and software for accuracy, appropriate technology and technical application. (Continued on the 2 nd page)		
*These are the essential functions for this position. Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of a reasonable accommodation.			
Equal Employment Opportunity (EEO) Statement: All CAL FIRE employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work related activities, and anytime they represent the department. Additionally, all CAL FIRE employees are responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation.			
Job qualifications and/or conditions of employment: See page 2.			
"We have discussed this document in its entirety and understand the duties of this position."			
Employee Signature _____		Supervisor Signature _____	
Date _____		Date _____	
Personnel use only	<input type="checkbox"/> Posted to Directory		
	<div style="border: 1px solid black; width: 150px; height: 20px; margin-left: auto;"></div> Initials and date		

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Percentage of Time Required	Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.		
15%	*Maintains purchasing and contracting audit files to ensure compliance with all applicable procurement rules, and inspection of equipment and software upon receipt. Provides informal training to customers on the proper use of hardware, vendor software, and operating systems. With input and assistance for Headquarters Information Technology staff, documents procedures for use by field personnel. *Works in conjunction with Sacramento staff, provides minor Project Management responsibilities associated with statewide projects involving their home units. These tasks include scheduling/informing the units of outages and construction, and minor site preparations in anticipation of the project team's arrival.		
5%	*Provides onsite technical support to mobilized CAL FIRE employees by assisting with issues, and service requests to include, but not limited to, resolving issues related with basic computer hardware and software installation. *Coordinates issues, service requests, and escalates as needed to incident project lead or incident management team. *Performs, computer, network, or server tasks, including but not limited to, adding patch cables, users, replacing switches, or wireless access points. *Attends annual Incident Network (InciNet) training, as needed.		
*Responds to priorities assigned by the Customer Services Supervisor, Region and Unit personnel, and the Chief Operations Manager. Other job-related duties as assigned.			
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Job qualifications and/or conditions of employment: Travel may be required up to 30% with the possibility of overnight stays. Will be required work at remote facilities or incidents to affect repairs onsite, which can involve overnight travel. Hardware repair requires occasional lifting of PC's and printers which should not exceed 40 pounds.			
"We have discussed this document in its entirety and understand the duties of this position."			
Employee Signature	Date	Supervisor Signature	Date
Personnel use only <input type="checkbox"/> Posted to Directory		Initials and Date	