



Duty Statement

DIVISION	CLASSIFICATION/WORKING TITLE	POSITION NUMBER (Agency-Unit-Class-Serial)		
ITSD	Information Technology Associate	326-500-1401-004		
UNIT/PROGRAM/SECTION	EFFECTIVE DATE	CBID		
Infrastructure & Security Unit		R01		
INCUMBENT	REPORTING LOCATION	IMMEDIATE SUPERVISOR		
	Oakland	Wayne Wong		
POSITION DESCRIPTION				
Under general supervision of the Information Technology Manager I and/or designated lead, the Information Technology Associate (ITA) performs a variety of technological duties ranging from minimal to moderate complexity in supporting information technology systems and functions as a primary point of contact for the Department's Desktop Unit. Duties will include, but will not be limited to the following:				
ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.				
ESSENTIAL FUNCTIONS:				
%	TASK/DUTIES			
30%	Develop and maintain Intune packages and configuration policies. Support the administration of CRD's Azure and Office 365 environments, including the creation, testing, and management of policies within Azure Active Directory. Manage user and group accounts across both Azure and on-premises Active Directory, as well as overseeing distribution list permissions and memberships on both platforms			
20%	Provide initial support to California Civil Rights Department (CRD) staff and the public, assist in resolving issues with the California Civil Rights System (CCRS) system. Address and troubleshoot access and technical issues related to CCRS.			
20%	Assist with the deployment, distribution, and collection of IT equipment such as desktops, laptops, phones, and printers, ensuring accurate tracking and documentation. Provide hands-on support for troubleshooting and resolving both hardware and software issues across these devices. Participate in the end-of-life process for IT assets, including secure data removal and coordination of proper disposal or recycling of desktops, laptops, phones, monitors, and printers. Monitor software license usage and expiration dates, and assist in managing contract renewals to ensure compliance and continuity of IT services.			
15%	Assist with the management of the cloud-platform Zendesk. Manage macros, users, permissions, create workflows and provide reports when needed.			
10%	Create user job aids for external and internal staff to assist people with completing their tasks.			
MARGINAL FUNCTIONS:				
%	TASK/DUTIES			
5%	Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and trainings and prepare administrative paperwork to meet operational needs.			
DESIRABLE QUALIFICATIONS:				
<ul style="list-style-type: none">Experience in communicating effectively verbally and in writing.Experience with Windows deployment services				



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- Experience with Office 365
- Experience in a helpdesk support environment and providing customer support.
- Experience creating and maintaining accounts in Azure Active Directory
- Experience creating and maintaining accounts, groups, and policies in Azure Active Directory
- Experience installing, replacing, and troubleshooting IT equipment including but not limited to desktops, laptops, smart phones, monitors, printers, and software.
- Experience with Case Management Systems (CMS)
- Experience with Windows 10/11, MacOS, and Apple iOS.
- Experience managing web pages.

TYPICAL WORKING CONDITIONS:

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without reasonable accommodation.

- Requires ability to effectively handle stress, as well as work in a noisy and fast-paced environment
- Requires daily use of a personal computer and related software applications at a workstation
- Requires ability to complete tasks that require repetitive hand movements in the performance of daily duties
- Requires prolonged sitting and/or standing at a workstation for 7 hours per day
- Requires dependability and excellent attendance record
- Willingness to work irregular hours as needed

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions associated with this job.

TELEWORK DESIGNATION:

This position is designated as In Office.

SPECIAL REQUIREMENTS:

The Information Technology Associate position requires excellent writing and analytical skills; the ability to work in a team environment, and to speak and write clearly, concisely, and accurately; to reason logically and creatively in resolving problems; skill in dealing effectively with others; willingness and ability to accept responsibility and meet deadlines; and ability to manage multiple tasks with different time frames. Use good judgement in handling sensitive and confidential information to prevent sensitive information being released to unauthorized persons and/or incorrect information used to make personnel management decisions. Adhere to the laws, rules, policies, and procedures as outlined in the department's directives, State Administrative Manual (SAM), Statewide Information Management Manual (SIMM), Case Analysis Manual, and any directions given by all appropriate managers.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.



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SUPERVISOR STATEMENT:

I CERTIFY THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE WITH A COPY OF THIS DUTY STATEMENT.

SUPERVISOR NAME (PRINT OR TYPE)**SUPERVISOR SIGNATURE****DATE****EMPLOYEE STATEMENT:**

I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.

EMPLOYEE NAME (PRINT OR TYPE)**EMPLOYEE SIGNATURE****DATE**