

**DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
TECHNOLOGY SUPPORT BUREAU
ENTERPRISE OPERATIONS SUPPORT BRANCH
TECHNICAL ASSISTANCE CENTER(LOCAL)
LOCAL SUPPORT SECTION**

JOB TITLE: Information Technology Associate (ITA)

POSITION NUMBER: 798-1401-004

INCUMBENT:

PRIMARY DOMAIN(S): 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 Supervisor II, the Information Technology Associate (ITA) provides first-level technical support in the Technical Assistance Center (TAC). The incumbent is responsible for troubleshooting, documenting, and resolving hardware, software, remote access, mobile devices, and network connectivity issues for end users. The ITA also assists with account administration, enterprise applications, imaging and deploying end-user devices, and escalation of complex issues to higher-tier support. The position requires excellent customer service skills, clear communication, and the ability to work in a high-volume, fast-paced environment, including responding to helpdesk calls, emails, and tickets and traveling to offsite locations as needed.

SUPERVISION RECEIVED: Under general supervision of the Information Technology Supervisor II (ITSup II).

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 30 pounds.

TYPICAL WORKING CONDITIONS: Work various shifts, weekends, holidays, odd days off, work overtime and travel when needed. Provide after-hours on-call assistance. Temporary assignment(s) to other shifts may be required. DOJ is a smoke-free environment.

ESSENTIAL FUNCTIONS:

40% End User Support & Equipment

- Provide first-line technical support to employees via phone, chat, email, or in-person.
- Troubleshoot and resolve hardware, software, printer, and mobile device issues.
- Assist with account access, password resets, and MFA/remote access configuration.
- Image, configure, and deploy desktops, laptops, and mobile devices according to standards.

- Assist with workstation refresh cycles, hardware upgrades, and peripheral installs.
- Document all work in the service management/ticketing system (e.g., ITSM, ServiceNow).

25% Technical Troubleshooting & Escalation

- Support enterprise collaboration tools (e.g., Teams, SharePoint, OneDrive, Outlook).
- Identify recurring or complex issues and escalate appropriately to Tier II/III or specialized IT units (network, systems, security, etc.).
- Follow knowledgebase articles and contribute updates to improve TAC efficiency.

20% Customer Service & Executive Support

- Deliver professional, courteous support to all users, including executives and VIP staff, ensuring minimal disruption to business operations.
- Communicate technical solutions clearly to non-technical users.
- Handle sensitive issues with discretion and maintain confidentiality of data.

10% Offsite Support & Travel

- Travel to offsite locations to provide hands-on technical support.
- Create, modify, and disable user accounts according to established procedures.
- Assist with software deployments and patching under supervision.

5% Other Duties

- Participate in TAC projects, pilots, and technology rollouts.
- Attend training to maintain and improve technical skills.
- Perform other related duties as assigned

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.

I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Signature

Date

Supervisor Signature

Date