

STATE OF CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION POSITION ESSENTIAL FUNCTIONS DUTIES STATEMENT PO-199 (06/16)		Working Title of Position Desktop Support Analyst – Tuolumne-Calaveras	
		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 Calaveras County,	
		Class Title of Position Information Technology Associate	
		Position Number 541-021-1401-904	
		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 general supervision of the Information Technology (IT) Technical Support Supervisor (IT Supervisor II), the incumbent performs: *Provides technical support to Department of Forestry and Fire Protection (CAL FIRE) users, computers, and smartphones. *Locale depending, may drive state vehicle to outlying facilities and effect repairs onsite as needed, supporting both networked and stand-alone computers, and smartphones. *Performs the installation of software on both phones, and computers, provides support to customers for software purchased and/or developed by the department. *Supports Office productivity tools and other commercial-off-the-shelf software.		
35%	*Coordinates and/or performs minor maintenance, service, and repair of computing assets for field offices. *Performs minor network revisions including adding users, patch cables, switches, 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. *Maintains a current inventory of all hardware and software in the area of responsibility. *Reviews requests for additional or replacement personal computer hardware and software equipment for accuracy, appropriate technology, and technical application. *Maintains purchasing and contracting audit files to ensure compliance with all applicable procurement rules (including solicitations, awards, 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 IT staff, documents procedures for use by field personnel.		
*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		Initials and date _____	

Percentage of Time
Required

Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.

15%

*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 minor, 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.

5%

*Performs other job-related duties as assigned.

*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.

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Job qualifications and/or conditions of employment: **Statewide travel (25%) with possibly 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

☐ Posted to Directory

Initials and Date