

☒ Current
☐ Proposed

Civil Service Classification: Information Technology Associate
Working Title: Service Desk IT Associate
Division Branch Name: Division of Information Technology
Incumbent: VACANT
Position Number: 797-930-1401-001
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Non-Exempt
CBID: R01
Tenure: Permanent
Time Base: Full-Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

Primary Domain(s): Client Services; Business Technology Management; Software Engineering

DESCRIPTION:

Under the general direction of the Helpdesk Supervisor, Information Technology Supervisor II (ITSup II), and technical guidance/direction of the System Support Specialist, Information Technology Specialist I (ITS I), the Service Desk IT Associate, Information Technology Associate (ITA) is primarily responsible for the Service Desk Support for within the Division of Information Technology. The ITA is responsible for preparing and maintaining the IT inventory and purchasing documents as well as ensuring the department's laptops and workstations are in compliance with the department's patch management and security policies. The ITA will work both onsite and virtually to support critical business needs. This role offers a chance to demonstrate problem-solving skills, technical proficiency, and capability of independently working in a fast-paced environment. The California Department of Aging's technical environment includes a Windows server domain network with file and managed printer services, internet, Microsoft Exchange/Outlook messaging services, and multiple Windows workstations.

ESSENTIAL JOB FUNCTIONS:

45% IT Service Desk:

Research and troubleshoot first-level support for routine issues such as password resets, software installations, and account access and perform advanced second-level service desk support requests related to software, hardware, network, and telecommunications by using the department's approved ticketing system to ensure timely resolution and service quality. Responds, research, records, tracks, and resolve user service requests received via ticketing system for service in a timely manner adhering to service level agreements. Independently resolves problems including email, software compatibility, and hardware issues. Provides ongoing software installations, upgrades, and customer support as well as performing hardware repairs and upgrades as required to ensure compliance mandates with the latest technology. Communicates with department staff at all levels to identify and clarify their program needs and objectives; provides alternatives and guidance in the effective use of technical tools, systems and applications to promote compliance, consistency, and operational efficiency. Apply the department's information security policies, procedures and mandates when addressing customer requests to ensure data integrity and system protection. Assists in establishing and documenting IT policies, procedures and standards to promote compliance, consistency, and operational efficiency. Setup, Relocates and Troubleshoots computer workstations, printers, and department issued mobile devices for new and existing CDA staff. Processes administrative requests such as password resets and user account modifications. Train staff on IT-related systems and applications and coordinates IT onboarding and offboarding activities to ensure employees have appropriate access, equipment, and support to perform their job duties effectively.

20% IT Purchasing and Inventory Control:

Research and prepare procurement documents related to IT solutions for department acquisitions. Maintains and coordinates activities related to IT asset inventory (e.g. tagging, surveying, assessing, deploying, etc.) for accountability of equipment assigned and refresh cycle of equipment that is no longer in compliance with the industry standard. Receive, inventory, organize all IT equipment. Conduct research activities in order to evaluate new IT products, tools, services, or other related purchases and evaluate relevance to the Department's needs and recommend appropriate hardware and software configurations to optimize system performance and support business objectives.

15% Patch Management:

Maintains and follows Department Patch Management guidelines and procedures by utilizing department approved patch management software to apply patches and upgrades to department workstation computers ensuring systems remain secure, up-to-date, and compliant with departmental IT standards. Monitors patch deployment progress and verify successful installation across department systems to ensure software integrity, system security, and compliance with IT standards. Troubleshoot patch installation failures or conflicts by identifying root causes, applying corrective actions, or escalating issues as needed to ensure successful deployment and maintain system security and performance and coordinates with other IT staff to resolve patch-related issues and deploy emergency patches to ensure secure and stable systems. Updates and maintains

documentation of patch status, deployment schedules, and compliance reports. Reviews and monitors security advisories to adjust patch schedules as needed, and tests patches prior to production deployment to ensure compatibility, stability, and system security.

15% IT Equipment:

Issues IT equipment in accordance with the IT refresh cycle, maintains standardized computer images and surveys IT equipment at the end-of-life cycle to ensure timely replacement, consistency across systems, and efficient lifecycle management. Receives, inventories, and tracks new IT hardware and software equipment. Configures, images, and sets up laptops, workstations, printers, and mobile devices for deployment. Issues equipment to new and existing staff for replacements, break/fix needs, and departmental refresh cycles. Conduct surveys and audits of existing assets to determine end-of-life status and plan for replacements. Maintains standardized computer images to ensure consistency across devices, and tracks equipment usage and lifecycle data to support asset management activities, including Return Merchandise Authorizations (RMAs) and warranty claims for damaged equipment.

MARGINAL JOB FUNCTIONS:

5% Other Duties:

Provides outstanding customer service by interacting professionally, politely, and courteously with staff at all levels. Assists System Support Specialist and other IT staff with other IT related duties, special assignments and projects as requested and/or assigned.

TRAVEL: Not Required

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date

Supervisor's Name and Title

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

- ☒ Duties meet class specification and allocation guidelines.
- ☐ Exceptional allocation, STD 625 on file.

Analyst initials: PS Date Approved: 10/27/25

Revision Date (if applicable): _____