

JOB DESCRIPTION AND POSITION CLASSIFICATION

CLASSIFICATION Student Assistant		DWR POSITION NUMBER 0390-4870-900	SAP POSITION NUMBER 50095308	MCR 1
APPOINTEE Vacant		SAP PERSONNEL NO. TBD	DIVISION/SECTION DTS / DISE Technology Services Section	
COLLECTIVE BARGAINING IDENTIFIER Management Related BU: ☐ Supervisory Related BU: ☐ Confidential Related BU: ☒ Rank and File BU: E				
RESPONSIBILITIES EXERCISED ☐ Supervisory ☐ Lead Person		IMMEDIATE SUPERVISOR (Print) Priscilla Jiang	SUPERVISOR'S CLASSIFICATION Information Technology Supervisor II	
APPROVED BY (Personnel Analyst's Name) Estevez Contreras			DATE 11/25/2025	
<i>Percent of Time</i>	<i>Activity</i>			
45%	POSITION SUMMARY Under close supervision of the Information Technology Supervisor II in the Division of Technology Services' DISE Technology Services Unit, the Student Assistant supports and troubleshoots information technology (IT) equipment and computers including hardware and software. The incumbent assists in maintaining applications and databases, tracking project management documentation, and controlling users' access. Incumbent must adhere to all Departmental Information Technology Policies and Standards as set by the Department's Manager of the Division of Technology Services. ESSENTIAL FUNCTIONS This position requires that the incumbent work cooperatively with others; maintain regular, predictable, and consistent attendance; exercise good judgment; provide excellent service to internal and external customers; and complete assigned projects and tasks on time at a level commensurate with the position classification. The incumbent must demonstrate the following: respect for coworkers and managers by being courteous, considerate, and professional; openness and trust by being straightforward, listening respectfully, sharing information, and being receptive to new ideas; and accountability by taking responsibility for one's own actions/inaction and the subsequent outcomes. The essential functions include, but are not limited to, the following: Assist client support staff on all aspects of computer deployment including setup, imaging, and installation of hardware and software for desktop and laptop computers, printers and other peripheral devices. Assist with hardware and software troubleshooting and problem-solving. Organize and maintain IT equipment, inventory, and loaner equipment. Assist in handling surplus IT equipment which includes document preparation and tracking, hardware dismantles, and equipment packaging and removal. Assist customers with minor hardware, software, and any related IT problems.			
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.				
SUPERVISOR'S NAME (Print) Priscilla Jiang		SUPERVISOR'S SIGNATURE ➤		DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT.				
EMPLOYEE'S NAME (Print) Vacant		EMPLOYEE'S SIGNATURE ➤		DATE

JOB DESCRIPTION AND POSITION CLASSIFICATION

CLASSIFICATION		DWR POSITION NUMBER	SAP POSITION NUMBER	MCR
Student Assistant		0390-4870-900	50095308	1
APPOINTEE		SAP PERSONNEL NO.	DIVISION/SECTION	
Vacant		TBD	DTS / DISE Technology Services Section	
Percent of Time	Activity			
30%	Assist IT Specialist I in development and management of project plans and schedules. Assist with writing test scripts, business requirements, and manuals. Perform application testing and validation. Provide and maintain user access. Assist programmers in software development and database modeling as needed.			
20%	Assist in setting up and troubleshoot equipment in meeting room such as projector, monitor, laptop, and network connection. Assist in preparation of paperwork and operation of unmanned aerial vehicles (UAVs/drones). The position may travel to the field to provide assistance to UAV team on completing UAV mission such as taking video and capturing imagery.			
5%	Perform other duties and responsibilities as needed to assist in meeting computer support and programming services and goals.			
	SPECIAL REQUIREMENTS			
	Enrolled in nine (9) semester/eight (8) quarter units for undergraduate students or six (6) semester/four (4) quarter units for graduate students.			
	Achieved a 2.0 grade point average in the most recently completed academic term.			
	Declared a major related to the duties of the advertised position and enrolled in coursework required for that major.			
	Incumbent shall maintain strict confidentiality in regard to departmental data and systems, identity management, system accounts, and information security items that they have access to via any assigned privilege accounts (These are accounts assigned to an employee that require privileges over-and-beyond the standard user production account, e.g. system administrator, applications administrator, domain administrators). Incumbent must maintain strict confidentiality when participating in any e-discovery or forensics type of activities, or any other situations where discretion is required.			
	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.			
	The Department of Water Resources is committed to its mission and employees, and we are grounded in our commitment to public safety. Regular, consistent, and predictable attendance is essential to the successful performance in this position.			

JOB DESCRIPTION AND POSITION CLASSIFICATION

CLASSIFICATION Student Assistant		DWR POSITION NUMBER 0390-4870-900	SAP POSITION NUMBER 50095308	MCR 1
APPOINTEE Vacant		SAP PERSONNEL NO. TBD	DIVISION/SECTION DTS / DISE Technology Services Section	
<i>Percent of Time</i>	<i>Activity</i>			
	KNOWLEDGE, SKILLS, AND ABILITIES: - PC and printer support and troubleshooting; - Office 365; - PC operating system; - IT hardware and software; - Application design and application programming practices; - Software Development Life Cycle (SDLC) methodologies and practices; and - Written and verbal communication PHYSICAL ABILITIES Must be able to transport IT equipment and boxes; move, bend, or reach while in the process of installing or relocating IT equipment.			