POSITION STATEMENT

California Department of Food and Agriculture
Information Technology Service Division
Information Technology Associate
Duty Statement

014-005-1401-001

I. Program/Position Identification

The Information Technology Services Division (ITSD) is responsible for the oversight and management of all information technology and telecommunications activities including, but not limited to, information technology (IT), information security, and telecommunications personnel, contractors, systems, assets, projects, purchases, and contracts. ITSD is tasked with ensuring compliance with state information technology policy and conformance to state information technology and telecommunications policy and enterprise architecture. The range of services that ITSD provides encompasses the areas of Technology Governance, Application Development Services, Customer Support and Services, IT Infrastructure Operations, Enterprise Architecture, Procurement, and Information Security. ITSD provides IT services to over 2,000 employees in eight major program areas as well as executive and administrative staff distributed over 100 locations throughout the state including district and field offices in 32 counties, two extraterritorial offices in Hawaii and Arizona, and 16 agricultural stations at the state's borders.

Under the general supervision of the Information Technology Supervisor II in the Service Desk Office, the IT Associate performs complex analytical tasks to support the security and functionality of desktop computer operations in a networked environment. The role focuses on delivering user support, ensuring system security, and performing repair, maintenance, and management of IT and audio-video equipment, including but not limited to, personal computers, peripheral devices, and productivity software applications. The incumbent must build effective working relationships, work under pressure, make sound decisions, and complete tasks independently. The position operates primarily within the Client Services and Business Technology Management domains.

The incumbent must be able to communicate effectively in order to develop and maintain effective and cooperative working relationships. The incumbent must be able to adapt easily to changing priorities and maintain consistent, predictable attendance in the performance of these specific functions. The IT Associate collaborates with the ITSD management team and staff, advising the supervisor, demonstrating initiative, independence, and creativity while exercising tact and sound judgment. The incumbent stays current with industry practices, technology trends, and emerging innovations by reviewing literature, engaging with peers, attending educational programs, meetings, workshops, or professional conferences. Effective communication is essential to build and maintain cooperative working relationships. The IT Associate adapts to shifting priorities and maintains consistent, reliable attendance in performing assigned duties.

Over time, the incumbent will progress through the ranges of the class, and work will increase in complexity as more experience is gained. The incumbent is expected to perform with more

independence and will be assigned progressively more complex and difficult responsibilities. An incumbent in Range A should be able to perform tasks with some assistance, an incumbent in Range B should be able to perform the same tasks with little assistance, and an incumbent who has reached Range C should be able to perform the tasks independently and assist newer staff in the process as needed.

Classification:	**Information Technology Associate**
Working Title:	**IT Security Support Analyst**
License or Other Requirement:	**Valid Driver's License**
Position Number:	**014-005-1401-001**
Division/Branch/DAA:	**Information Technology Services Division / CSSS**
Location:	**Sacramento, CA**
Date Prepared:	**July 2025**
Work Hours/Shift:	**8:00 AM – 5:00 PM, 40 hours/week Mon – Fri**

*Unless otherwise agreed upon in writing in accordance with CDFA policies and procedures

II. Essential and Non-Essential Job Functions

A. Essential Functions:

Function #1: Security-Focused Service Requests and Incident Resolution – 40%

- Process and resolve ticketed security-related requests and incidents by assessing and mitigating risks to devices and user accounts, ensuring compliance with ITSD security policies. Support employee transitions (separations, transfers) by deactivating accounts, updating permissions, and reviewing data access to prevent unauthorized access.
- Travel to various CDFA facilities for maintenance and operations checks as needed.

Function #2: Device and Account Remediation – 20%

- Remediate compromised systems and accounts identified in tickets by applying patches, adjusting access controls, and implementing lockdowns. Perform repair and maintenance of IT equipment, such as personal computers, peripheral devices, and productivity software applications, to ensure operational integrity and security.

Function #3: Active Directory Management and Auditing – 20%

- Create, configure, and update Active Directory profiles via ticketed requests, ensuring secure access controls and compliance with state IT security policies. Conduct ticket-driven audits to identify security anomalies, outdated accounts, or misconfigurations, documenting findings and recommending corrective actions.

Function #4: Audiovisual Support 15%

- Support Audiovisual (AV) needs by setting up, troubleshooting, repairing, and maintaining AV equipment in the auditorium as assigned through tickets or direct requests, ensuring reliable technical support for events.

B.   Non-Essential Functions:

Function #1 – Miscellaneous Duties – 5%

- Perform other job-related duties as requested by supervisor.

III. Work Environment

The duties of this position are primarily conducted indoors in an office environment. The incumbent will have a workstation with modular furniture, an adjustable rolling chair, a computer with various software programs, a telephone with voicemail, and stationary filing drawers and bins. The position requires the ability to sit for extended periods of time and operate a personal computer utilizing a mouse and keyboard.

The incumbent must be able to give presentations, participate in meetings, and interact with other staff. They must also be able to push buttons on a keyboard, calculator, photocopy machine, facsimile machine, and telephone; grasp papers, small objects, and manuals; access upper and lower files and cabinets; and exert up to 15 lbs. of force occasionally and/or a negligible amount of force frequently to move or position objects.

Travel to various CDFA facilities and sites throughout the state as needed using various means of transportation systems, including operating a State or personal vehicle. Overnight stays and weekend and off-shift work may be required.

Regular or recurring telework may occur as part of the incumbent's ongoing regular schedule in accordance with CDFA's Telework Policy.

IV. Employee's Statement
(Initial applicable statement)

_____ I have read and understand the duties and essential functions of the position. I understand Reasonable Accommodation[1] and how it applies to essential functions. I can perform the duties of this job without Reasonable Accommodation.

OR

_____ I have read and understand the duties and essential functions of the position. I understand Reasonable Accommodation[1] and how it applies to essential functions. I will need Reasonable Accommodation to perform one or more of the essential functions described in this duty statement.

_____   _____
Employee Signature[2]   Date   Supervisor Signature   Date

_____   _____
Print Name   Print Name

CC: Employee
Supervisory Drop File
Official Personnel File

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[1] A reasonable accommodation is an adjustment or modification to a job or workplace that allows qualified employees or prospective employees to perform the essential functions of the job successfully.
[2] Duties of this position are subject to change and may be revised as needed or required. If/when duties change, you will be provided a revised duty statement to sign.