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GAVIN NEWSOM
GOVERNOR

STATE OF CALIFORNIA
GOVERNOR'S OFFICE OF BUSINESS AND ECONOMIC DEVELOPMENT (GO-BIZ)

POSITION DUTY STATEMENT

Classification Title Information Technology Associate	Unit Client Services Unit	Name Vacant
Working Title IT Analyst	Position Number 373-100-1401-XXX	Effective Date TBD

GENERAL STATEMENT:

Under the general direction of the **Information Technology Manager I**, the **Information Technology Associate (IT Associate)** is responsible for providing comprehensive technical support and IT services to the staff of the **Governor's Office of Business and Economic Development (GO-Biz)**. This position plays a vital role in the daily operations of the organization by ensuring that technology systems function efficiently, securely, and in alignment with the business needs and strategic goals of GO-Biz.

The IT Associate functions as a **primary technical resource** in diagnosing and resolving complex issues related to hardware, software, network connectivity, and enterprise software solutions. This includes providing Tier I and Tier II support, managing service tickets, and escalating issues when necessary. The incumbent will contribute to the design, testing, and deployment of new IT solutions, with a focus on improving **efficiency, reliability, and user experience** across the organization.

In addition to day-to-day support, the IT Associate will **collaborate with cross-functional teams**, external vendors, contractors, and end-users to identify technology needs, implement solutions, and ensure continuous improvement of IT services. This includes participating in project planning sessions, drafting technical documentation, and delivering end-user training or onboarding support as required.

Occasional travel (up to 5%) may be required to support remote or off-site users, attend training sessions, or represent the IT team in meetings and project-related activities at other locations.

ESSENTIAL FUNCTIONS:

50%	Manage, Support and Maintain GO-Biz infrastructure, workstations, and equipment: <ul style="list-style-type: none">• Serve as the first point of contact for technical support, responding to incoming service requests submitted through the Department's centralized ticketing system. Responsibilities include accurately logging, categorizing, prioritizing, and escalating tickets as necessary. Incumbent will document all steps taken to resolve issues, follow up with users to ensure resolution satisfaction, and track recurring problems to identify patterns that may indicate broader systemic issues.
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	<ul style="list-style-type: none"> • Diagnose and resolve end-user issues involving a wide range of software and hardware, including but not limited to Office 365 applications (Outlook, Word, Excel, Teams, SharePoint), Adobe Creative Cloud products, network printers (connectivity, configuration, and driver issues), network access (wired and wireless), account permissions, and video conferencing platforms such as Zoom and Microsoft Teams. Troubleshooting may also include resolving compatibility issues, performance degradation, and system access problems. • Provide hands-on and remote desktop support for users across multiple departments, including the Governor's Office of Business and Economic Development (GO-Biz), the California Film Commission (CFC), and the California Infrastructure and Economic Development Bank (IBank). Support includes configuring new user workstations, imaging systems, resolving software and hardware issues, and assisting with peripheral device setup. • Provide support for Microsoft Exchange and GO-Biz hosted email services, including configuring mailboxes, troubleshooting delivery issues, managing distribution lists, resolving spam filtering problems, and supporting mail client configuration on desktop and mobile devices. • Maintain and troubleshoot department-issued hardware, including desktops, laptops, docking stations, monitors, scanners, and other IT peripherals. Responsibilities include performing diagnostics, coordinating repairs, applying firmware and driver updates, and assisting with hardware lifecycle management such as equipment upgrades and replacements. • Administer Microsoft Teams and related collaboration tools, assisting with team creation, channel configuration, permission settings, integration with SharePoint, and troubleshooting user access or feature-related issues. Ensure Teams services are in alignment with organizational communication standards. • Support the deployment, configuration, and troubleshooting of mobile devices and remote access solutions, such as VPN clients, multifactor authentication (MFA) systems, mobile email, and mobile device management (MDM) tools. Assist users in securely accessing department resources while working remotely or in the field.
25%	<p>Customer Management, Staff Support, and Training:</p> <ul style="list-style-type: none"> • Deliver targeted computer training sessions to individual employees and, when applicable, to small groups, focusing on enhancing proficiency in specific software applications, hardware usage, and general IT best practices. Tailor instruction to accommodate varying levels of technical ability and job-related needs, ensuring that all participants gain practical and applicable skills. • Develop comprehensive training materials and user documentation for both internal GO-Biz staff and external customers. This includes creating user guides, step-by-step manuals, quick reference sheets, and instructional content that clearly explains technical processes, software usage, and system navigation in an accessible and user-friendly format. • Coordinate and facilitate warranty service and technical support for a variety of hardware devices including desktops, laptops, smartphones, printers, multifunction devices, and monitors. This involves identifying issues, initiating service requests with vendors, tracking service status, and ensuring timely resolution while maintaining communication with end users throughout the process.
20%	<p>Customer Management, Staff Support, and Training:</p>

- **Effectively utilize tools, methodologies, and established procedures** to carry out assigned tasks with accuracy, efficiency, and alignment with organizational standards. This includes maintaining a working knowledge of software applications, internal systems, and technical workflows relevant to the role.
- **Actively contribute to GO-Biz meetings and internal team discussions**, offering input, sharing updates, and collaborating with colleagues to support strategic initiatives, enhance team cohesion, and ensure alignment with project and departmental goals.
- **Oversee the management and lifecycle of computer assets**, including accurate documentation, regular inventory audits, coordination of asset assignments, and timely updates to the asset tracking system to maintain compliance with agency policies and support operational readiness.

MARGINAL FUNCTIONS:

5%	Other duties as assigned <ul style="list-style-type: none"> • Perform other IT duties as required consistent with division needs. • Occasional travel to other offices. • Must be able to lift a minimum of 25lbs.
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SUPERVISION EXERCISED

None

SUPERVISION RECEIVED

This position receives general direction from the Information Technology Manager I, Governor's Office of Business and Economic Development (GO-Biz)

PUBLIC AND INTERNAL CONTACTS

During the course of work, the incumbent has regular and frequent contact with governmental agencies, high-level members of business and economic development communities, private citizens and appointed and elected officials. These contacts require a high degree of sensitivity and awareness of the functions, protocols and interrelations of various government and private organizations.

INITIATIVE AND INDEPENDENCE OF ACTION

The position requires a high degree of creativity and initiative in identifying and finding solutions to non-routine problems and issues. It requires proper judgment and accurate assessment of the significance of sensitive situations and activities. It requires the accurate setting of priorities along with good time management to ensure completion of work activities within specific time frames.

CONSEQUENCE OF ERROR

Significant error, poor judgment, and lack of professionalism could result in the loss of economic growth and job creation in California.

CERTIFICATION

This position statement fairly represents the responsibilities and reporting relationship of the position. If any aspect of this statement is substantially changed, a new statement will be prepared and submitted to the Human Resources Office.

I have read and understand the duties listed above and can perform them either with or without reasonable accommodation. Reasonable accommodation needs should be discussed with your hiring supervisor. If you are unsure whether you require reasonable accommodation, please inform your supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.

EMPLOYEE'S ACKNOWLEDGEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THIS POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

Employee Name (Printed) <i>IT Associate</i>	Employee Signature	Date

SUPERVISOR'S ACKNOWLEDGEMENT: *I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH AND HAVE PROVIDED A COPY OF THIS DUTY STATEMENT TO THE EMPLOYEE NAMED ABOVE.*

Supervisor's Printed Name <i>IT Manager I</i>	Supervisor's Signature	Date