

## YOUR EFFORTS WILL MAKE FISCal A SUCCESS

### DUTY STATEMENT

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|---|---|
| <b>CLASSIFICATION TITLE</b><br>Management Services Technician | <b>DIVISION NAME</b><br>Administrative Services Division                                |
| <b>WORKING TITLE</b><br>Support Technician                    | <b>OFFICE/SECTION/UNIT</b><br>Departmental Operations Office, Business Services Section |
| <b>EMPLOYEE NAME</b><br>VACANT                                | <b>POSITION NUMBER</b><br>333-650-5278-001  |

You are a valued member of the Department of FISCal. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

### **GENERAL STATEMENT**

Under the general supervision of the Business Services Section Chief, the Support Technician will perform the less technical semi-professional analytical tasks to support the Business Services Section and Human Resources Office in the Administrative Services Division. The incumbent will process and handle confidential documentation, independently type correspondence such as memorandums and reports, update tracking logs and coordinating requests making full use of the suite of Microsoft Office products including Word, Excel, PowerPoint, Visio and Teams. The Support Technician will serve as a liaison to department-wide staff. This position serves as the first point of contact for customers and responds to requests through various avenues.

### **SUPERVISION RECEIVED**

Reports directly to the SSM I, Business Services Section Chief.

### **SUPERVISION EXERCISED**

None.

## **ESSENTIAL FUNCTIONS**

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

| <b><u>% OF TIME</u></b> | <b><u>ESSENTIAL FUNCTIONS</u></b>  |
|-------------------------|--|
| <b>65 %</b>             | <b>Business Services Support Functions</b> <ul style="list-style-type: none"><li>• Provide prompt and professional customer service</li><li>• Respond to various service requests via email, phone, walk-up, or the program portals.</li><li>• Route service requests, obtain necessary approvals, and ensure timely responses.</li><li>• Compile data and generate reports for management.</li><li>• Communicate regularly with superiors</li><li>• Assist in maintaining employee information utilizing necessary software</li><li>• Perform a wide range of clerical functions, including copying, printing, typing, and document formatting.</li><li>• Coordinate and schedule meetings, prepare agendas, and support recruitment efforts.</li><li>• Handle shipping and receiving tasks, including mail sorting and distribution.</li></ul> Assist with various special projects as needed. |
| <b>30 %</b>             | <b>Data/Document Collection, Review and Processing</b> <ul style="list-style-type: none"><li>• Create and route various items as for review and signature.</li><li>• Organize, copy and file notices and documents</li><li>• Type emails to communicate or request information from others related to various subject areas, as well as to accompany various distribution items.</li><li>• Utilize ticketing system to record all service requests.</li><li>• Prepare open ticket reports and provide to management.</li><li>• Follow up on outstanding tickets, document updates and delays work/repairs through ticketing system.</li><li>• When requested, assist in sending monthly email reminder.</li><li>• Collect and gather data to create spreadsheets and reports.</li><li>• Collect, review, and distribute submitted documents to appropriate parties.</li></ul>                    |

| <b><u>% OF TIME</u></b> | <b><u>MARGINAL FUNCTIONS</u></b>  |
|-------------------------|---|
| <b>5%</b>               | <ul style="list-style-type: none"> <li>• Perform other related duties as required to fulfill FI\$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the team/unit, which may include special assignments.</li> </ul> |

### **KNOWLEDGE AND ABILITIES**

Knowledge of: Arithmetic, spelling, grammar, punctuation, and modern English usage.

Ability to: Learn rapidly; follow directions; communicate effectively with other staff and those contacted in the work; use good work habits such as punctuality, skill, neatness and dependability; make satisfactory progress in a prescribed training program; interpret written material; edit written material; write effectively; analyze written and numerical data accurately; make clear, concise oral presentations.

### **SPECIAL REQUIREMENTS**

The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check are required.**

### **WORKING CONDITIONS**

The incumbent may need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked. The incumbent should be available to travel as needed and is expected to perform functions and duties under the guidance of the Department of FISCAL's core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier, telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

**SIGNATURES**

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the assigned HR analyst.)

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Employee Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

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Hiring Manager Signature

Date

HR Analyst AR

**Date Revised: 01/06/2026**