STATE OF CALIFORNIA - DEPARTMENT OF GENERAL SERVICES
DUTY STATEMENT
DGS OHR 907 (Rev. 7/2025)

☐ Current
☑ Proposed

RPA NUMBER	DGS DIVISION / OFFICE or CLIENT AGENCY
29795	Enterprise Technology Solutions

UNIT NAME	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605)
Customer Technology Services	707 3rd Street, Third Floor, West Sacramento, CA 95605

CIVIL SERVICE CLASSIFICATION	POSITION NUMBER	CBID
IT Associate	306-072-1401-004	R01

POSITION ELIGIBLE FOR TELEWORK: ☑ Yes ☐ No	PROBATIONARY PERIOD ☐ 6 Months ☑ 12 Months ☐ N/A	WORK WEEK GROUP 2

WORK SCHEDULE (DAYS / HOURS)	TENURE
Monday - Friday, 8:00 AM - 5:00 PM	Permanent

WORKING TITLE	TIMEBASE
Help Desk Associate	Full Time

DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☐ Yes ☑ No	BILINGUAL POSITION: ☐ Yes ☑ No
	LANGUAGE NEEDED: ☐ Verbal ☐ Written Proficiency language in: _____

PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE

CORE VALUES / MISSION   ☑ Rank and File   ☐ Supervisor   ☐ Specialist   ☐ Office of Administrative Hearings   ☐ Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under general supervision of the Information Technology (IT) Supervisor II, the IT Associate within the Client Services Enterprise Technology Services (ETS) domain, provides customer support for hardware and software on multiple technology platforms, including problem solving, incident management, request fulfillment, researching solutions and additional activities for the support of the Department of General Services' (DGS) Offices and Divisions in the Greater Sacramento and West Sacramento area.

SPECIAL REQUIREMENTS

☐ Medical Clearance   ☐ Background Clearance   ☐ Typing   ☐ DMV Pull Notice   ☐ Drug Testing

☐ Vehicle Home Storage Permit   ☐ Driver's License and Class (specify below in Description)   ☐ Certificate (specify below in Description)

☐ Professional License (specify below in Description)   ☐ Other (specify below in Description)

Telework
The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
35%	Responds to Help desk Incidents by answering phone calls, incoming emails and In-Person visits in order to troubleshoot computer, network and software/hardware related problems and to minimize the impact of IT related incidents on business operations, utilizing Microsoft O365 to ensure IT support is provided to DGS employees as quickly as possible using our ServiceNow Ticketing system.
35%	Responds to customer's service requests through the service portal in order to upgrade, improve or deploy applications to deliver the highest level of service support to the customer to ensure customer satisfaction through efficient and professional handling of all service requests utilizing standard IT processes and procedures.
15%	Assists in the development of process improvements by researching and creating knowledge

PERCENTAGE	DESCRIPTION
	articles and guidelines in order to document IT processes and common fixes, and make recommendations to management on business process improvements to ensure increased efficiency and consistency department-wide utilizing Knowledge Centered Services best practices.
10%	Represents and facilitates the Help Desk unit at meetings in order to relay important information to the ETS team members and management to ensure proper communication and updates.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Communicates guest arrivals and departures regularly to ETS units by email or phone in order to connect customers to the proper resources, to ensure timely professional and friendly customer service by utilizing strong communication skills.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

✓ Travel (Specify the percentage in the travel box below)

Travel 2 % of the time to various locations and may include overnight travel by various methods of transportation.

Busy professional open space office environment requiring effective handling of multiple deadlines and sensitive issues.

Ability to use a computer, headset continuously throughout the day.

Log in and respond to telephone calls, email and in-person requests for technical support.

Ability to lift and carry up to 50 pounds and push or pull 350 pounds.

DESIRABLE QUALIFICATIONS

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

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED