PROPOSED
Department of Health Care Access and Information
Duty Statement

Employee Name Vacant	Organization Office of Techonology Services Infrastructure and Operations Branch Infrastructure and Operations Section IT Service Desk	
Position Number 441-175-1402-XXX	Location Sacramento	Telework Option Hybrid
Classification Information Technology Specialist I	Working Title Conference Room Support Specialist	

General Description

Under direction, incumbents typically perform a variety of recurring, well-defined tasks requiring occasional, innovative problem solving within guidelines and a scope that may encompass one or more units, functions or processes in the Client Services domain.

Typical tasks performed within each domain may include:

Client Services:
- Provide real-time technical support for meetings and events.
- Configure, test, troubleshoot, maintain conference audio/visual equipment.
- Support and administer video conferencing platforms.
- Develop and maintain conference room support documentation.
- Provide training and user guidance to staff.
- Install or repair PC hardware, or peripheral equipment.
- Conduct end user training related to client technologies.
- Configure, deploy, and maintain end-user devices.
- Install, configure, maintain, and troubleshoot desktop and mobile applications.
- Perform problem and incident management related to client technologies.
- Track asset lifecylces and maintain accurate IT asset information
- Conduct research and analysis of new client technologies.
- Install, configure, and/or maintain systems.

The incumbent provides technical support, maintenance, and operational oversight of conference room technologies. The incumbent leads and participates in Tier 1 and Tier 2 support as part of the IT Service Desk for the Department of Health Care Access and Information (HCAI) Information Technology needs. The incumbent leads and participates in Tier 1 and Tier 2 triage, resolution, and escalation of support tickets. Incumbent performs a variety of tasks in research, configuration, installation and testing new or upgraded computer hardware and software, including desktops, laptops, printers, external storage systems, scanners, smartphones, and other devices. Incumbent troubleshoots technical issues with software and hardware in support of Tier 1 and Tier 2 duties. The incumbent acts as a mentor for Tier 1 Service Desk personnel.

Supervision Received	Under direction of the Information Technology Supervisor II of the IT Service Desk in the Infrastructure and Operations Section of the Infrastructure and Operations Branch.
Physical Demands	Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
Typical Working Conditions	Requires use of computing devices and phones, frequent face-to-face contact with management, staff, consultants and the public, verbal, written and digital (e-mail) communication, extensive review, analysis and preparation of electronic and written documents, assessment of practical demonstrations, mobility to various areas of the Department, occasional travel and overnight stays to training/conferences or the Los Angeles field office may also be required, and work hours may deviate from core business hours based on the service requirements of the Department.

Job Duties
E = Essential, M = Marginal

40%   E   **Conference Room IT Support**
Provide real-time technical support for meetings and events, including setup, monitoring, troubleshooting and post-meeting restoration of conference rooms. Configure, test, troubleshoot, maintain conference audio/visual equipment including displays, projectors, microphones, speaker, cameras and control systems. Support and administer video conferencing platforms (e.g. Microsoft Teams, Zoom, Webex, GoTo) to ensure seamless integration with room hardware and infrastructure. Develop and maintain documentation including knowledge base articles and troubleshooting guides. Provide training and user guidance to staff on proper operation of conference room technology and best practices for virtual collaboration. Coordinate with vendors, facilities and third-party service provides for repairs, installations and upgrades. Work closely with event planners to ensure proper setup and support for conference room technology during events. Deliver professional customer service in high visibility and executive-facing environments.

35%   E   **Service Desk Support**
Provide support for service desk technical operations and delivery of desktop services to HCAI's divisions. Respond to HCAI end users request for service desk support services. Configure, install and test new or upgraded computer hardware and software, including desktops, laptops, printers, external storage systems, scanners, mobile phones, and other devices. Analyze and implements improvements leading to efficient and responsive service desk services, including

call response, tracking, and problem resolution. Analyze common user problems and work proactively to implement long-term technical and/or procedural solutions. Evaluate desktop operations and performance; work with Enterprise Infrastructure Group personnel to monitor delivery of network services to the desktop; and implements configuration changes to improve desktop performance, reliability and security. Log and document service requests for computer desktop/laptop/printer hardware and software support. Provide technical guidance and coordinate testing of software images and objects to ensure the image is technically sound and security issues are addressed. Monitor and coordinate the installation of hardware and software patches and upgrades. Handle difficult computer hardware, software, and network configuration conflicts. Provides direction on setup and configuration of printers, laptop and desktop computers, scanners, remote access, etc. Participates in the implementation of new or upgraded network and desktop applications and services with project teams and/or provides the lead responsibility for planning and implementing associated software and/or hardware.

20%	E	**Service Desk and Conference Room Systems Planning**

Assists in development of tactical implementation plans to sustain a progressive service desk operation to deliver essential desktop and network services and support. Participates in planning, design, and deployment of new conference rooms or technology enchancements. Leads or participates in research and testing of emerging technologies and alternative platforms to expand service offerings. Lead or participate in technical planning sessions to review the networking and IT system infrastructure, research technology directions and standards, and define upgrade and/or migration plans.

5%	M	Perform other related duties as required.

Other Expectations
- Demonstrate a commitment to performing duties in a service-oriented manner.
- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to HCAI's Mission, Vision, and Goals.
- Demonstrate a commitment to HCAI's Core Values and Guiding Principles.
- Maintain good work habits and adhere to all HCAI policies and procedures.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position

I have discussed the duties and expectations of this position with the employee.

_____   _____
Employee Signature/Date   Supervisor Signature/Date