

**Department of Consumer Affairs**

Position Duty Statement

HR-041 (Revised 9/2019)

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<b>Classification Title</b>	<b>Board/Bureau/Division</b>
Information Technology Associate	Bureau of Automotive Repair (BAR)
<b>Working Title</b>	<b>Office/Unit/Section / Geographic Location</b>
Procurement Analyst	Technology Services Branch/Business Technology Management/Rancho Cordova
<b>Position Number</b>	<b>Effective Date</b>
646-121-1401-005	

General Statement: Under the general supervision of the Information Technology Supervisor II, the Chief of Technology Officer for the Department of Consumer Affairs, the Information Technology Associate performs a variety of tasks that affect the design and operation of systems, programs, and equipment as well as a wide range of established activities, major activities, organizational concerns, and the operation of other organizations. The incumbent performs a variety of tasks in the business analysis, contract administration, technical writing, purchasing, procurement, asset management, and disposal of personal computers, related equipment and software. The primary responsibility of the Information Technology Associate falls within the Business Technology Management domain. Duties include, but are not limited to, the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

**65% Business Technology Management (E)**

Perform procurement activities for all Information Technology (IT) procurements including, but not limited to, servers, desktops, peripherals, software applications, and telecommunications devices. (20%)

Manage and perform IT procurement, purchasing, and budgeting activities. Provide leadership, guidance, and support to team members on the use of procurement methods, policies and best practices. Maintain the BAR IT purchasing tracking system and prepare management reports on expenditures and equipment acquisitions. Maintain contract and purchase documentation related to IT goods and services to provide traceability. Abide by purchase order retention schedule according to Departmental standards and manage the archival and purging of procurement documents. Research and resolve problems with payment of invoices. Review, approve, and code invoices to ensure timely payment. Aid staff on writing the justifications for equipment requests. Prepare the more difficult memoranda, letters and reports; gather and analyze information and statistical data and summarize findings as requested; assist in drafting policies and procedures. Review all BAR purchase orders to assure orders are within BAR's delegation and process. Develop reports forecasting future long-term FY's purchases and coming years major and minor purchases. Maintain software product documentation. (20%)

Manage IT hardware and software assets and coordinate their lifecycle through ITAM (IT Asset Management) standards. This specifically includes asset acquisition, asset receiving, software licensing, hardware and software deployment, hardware and software inventory, warehousing, and asset retirement. Track, monitor, and audit IT assets to maintain accountability using standard asset management tools and techniques in compliance with SAM and other applicable policies and regulations. Adhere to appropriate State and Federal policy and mandates regarding asset acquisition, asset receiving, software licensing, hardware and software deployment, hardware & software inventory, warehousing, & asset retirement. (10%)

Implement policies, procedures, guidelines and standards to ensure compliance with State and departmental rules and regulations utilizing various defined technology governance processes. Coordinate project activities with other personnel or departments. (10%)

Analyzes, develops and documents business and technical requirements for technology solutions. Analyzes complex personal computer equipment and software, researches new personal computer and mobile device equipment and software, and prepare recommendations on procurement, solutions, and installations based on the needs of the Bureau and generally accepted information technology concepts, practices, methods, and principles. Analyzes, collaborates, and recommends solutions on computer, local area network, multifunction devices, and email related issues. Formulates, delivers, and coordinates education and communication to optimize the use of applied technologies using various instructional aids and communication media. This specifically includes asset acquisition, asset receiving, software licensing, hardware and software deployment, hardware and software inventory, warehousing, and asset retirement. (5%)

**25% Client Services (E)**

Provide information technology support including, but not limited to, desktop support, application support, end user device support, and telecommunications support. Serve as Client Services backup for all Bureau end users providing problem and incident management, and information, related to client technologies, products, and services. Escalate Incidents/Problems to the appropriate Service Desk teams. Monitor ticketing system, and Service Desk e-mail, answer phones, record and track incidents, workarounds, escalations, trends and final resolutions. Responsible for addressing all aspects of end user devices including provisioning, installing, tracking, securing, troubleshooting, repairing, and decommissioning. Analyze, collaborate, and recommend solutions on computer, local area network, and email related issues.

Document design specifications, installation instructions, system processes, and other system-related information. Configure, upgrade, deploy, and maintain end-user devices. Test, maintain and deploy desktop images. Perform duties at client sites as required and at statewide field sites, as scheduled in advance. Document design specifications, installation instructions, and other system-related information. Produce technical documentation that helps people understand and use a product or service. Formulates training materials related to information technology. Conduct end user training related to client technologies.

Request warranty service on IT hardware. Recommend incident control/problem management process improvements. Install, maintain and troubleshoot hardware and peripheral equipment. Analyze data to identify trends or relationships among variables. Conduct research and analysis of new client technologies.

**10% Miscellaneous (M)**

Attend planning and staff meetings, make presentations and perform other duties as required.

B. Supervision Received

The incumbent works under the general supervision of an IT Supervisor II. However, assignments and supervision may also come from the IT Manager I.

C. Supervision Exercised

NONE

D. Administrative Responsibility

NONE

E. Personal Contacts

The incumbent has daily contact with all levels of BAR staff, as well as occasional contact with Department staff, representatives from other State agencies, contractors, and vendors regarding BAR issues.

F. Actions and Consequences

The consequence of error at the IT Associate level may result in loss of data, loss of integrity, user dissatisfaction and impact to the Bureau, office, project, or work unit, and related support units.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent must be able to frequently remain in a stationary position at a workstation throughout the day and must occasionally position self to perform a variety of tasks including retrieval of files.

H. Other Information

The IT Associate requires; good work ethic, professionalism, diplomacy and must be self-motivated and able to work alone or in a team environment. Additionally, the incumbent must possess excellent communication, customer service skills, interpersonal and writing skills, analytical and problem-solving skills, and attention to detail.

The incumbent must have the ability to work under changing priorities and deadlines, be able to reason logically and creatively and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives; research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

**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 Health & Safety analyst.)

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Employee Signature

Date

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Printed Name

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

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Supervisor Signature

Date

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Printed Name

**Revised: 02/2026**