



**Classification:** Information Technology Associate  
**Position Number:** 880-280-1401-027

**DUTY STATEMENT**

**CURRENT**       **PROPOSED**

<b>RPA Number:</b> 25-280-069	<b>Classification Title:</b> Information Technology Associate	<b>Position Number:</b> 880-280-1401-027
<b>Incumbent Name:</b> VACANT	<b>Working Title:</b> Information Technology Associate	<b>Effective Date:</b> TBD
<b>Tenure:</b> Permanent	<b>Time Base:</b> Full-Time	<b>CBID:</b> R01
<b>Division/Office:</b> Division of Information Technology (DIT)		<b>Section/Unit:</b> Remote Services – Central IT Services
<b>Supervisor’s Name:</b> Toni Richey		<b>Supervisor’s Classification:</b> Information Technology Supervisor II

<b>Human Resources Use Only:</b>	
<b>HR Analyst Approval:</b>	<b>Date:</b>

<b>General Statement</b>
Under the general supervision of the Information Technology Supervisor II (IT Sup II) and consistent with good customer service practices and the goals of the State and Regional Board’s Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.
<b>Position Description</b>



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The Information Technology Associate (ITA) provides customer service and technical support for Central IT Services, following established procedures in Business Technology Management, Client Services, and System Engineering. Duties include installing and repairing hardware and peripherals; managing user accounts and inventory; resolving incidents; ensuring compliance with security policies; deploying and maintaining desktop products; configuring software; supporting network and server hardware; monitoring systems; and troubleshooting issues.

This role delivers timely Information Technology (IT) services to the Central Valley, Central Coast, and Lahontan Regional Water Quality Control Boards, including configuration and maintenance of workstations, printers, laptops, and other assigned technology. Staff based in the Central Valley Regional Board office primarily assist offices in Rancho Cordova, Fresno, Redding, South Lake Tahoe, and San Luis Obispo, but may support other regional offices as needed. The incumbent may work outside normal hours and travel statewide to provide support, attend meetings and training, and collaborate on projects. Work is performed independently and collaboratively to ensure secure, reliable, and efficient IT operations in accordance with departmental policies.

**Essential Functions (Including percentage of time):**

30%	Provide courteous, high-quality customer service while installing, configuring, and troubleshooting hardware, software, and network issues for Windows-based desktops, laptops, peripherals, and conferencing systems. Analyze IT needs and assist with system design and monitoring. Monitor and provide timely responses to help desk requests through the department's ServiceNow ticketing system. Document configurations and prepare user guides. Support users with operating systems, email, productivity software, collaboration tools, and approved business applications. Communicate clearly with technical and non-technical users to minimize disruptions.
30%	Install, configure, image, deploy, and maintain desktops, laptops, and peripherals in accordance with departmental standards. Support local area network hardware, printers, scanners, and other end-user equipment. Manage IT inventory, including preparation, maintenance, surplus, and disposal, and ensure accurate asset tracking for the DIT Asset Management Team.
15%	Create and maintain user, resource, and computer accounts across Active Directory and Microsoft 365, including distribution lists and security groups. Ensure proper access controls and adhere to departmental protocols for creating, modifying, and deactivating accounts for new and departing employees.

**Marginal Functions (Including percentage of time):**

10%	Set up, host, and manage audio and video systems for internal and public meetings, providing real-time technical support and routinely test audio and video equipment to ensure meetings run smoothly.
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10%	Collaborate with IT team members and other units to meet operational requirements. Participate in software testing sessions to verify functionality, compatibility, and performance and stay current with technological changes and departmental systems.
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5%	Perform other duties as required.
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**Typical Physical Conditions/Demands:**

The job requires extensive use of a personal computer and the ability to sit/stand at desk for extended periods of time. Ability to transport up to 50 pounds.

**Typical Working Conditions:**

The incumbent works in an office that is a smoke-free environment. The work schedule is Monday through Friday. Travel may be required locally and within the state.

**Supervisor Statement**

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

Supervisor Name	Supervisor Signature	Date

Employee Name	Employee Signature	Date