

**JOB DESCRIPTION AND POSITION CLASSIFICATION**

|  |  |  |  |                 |
|--|--|--|--|-----------------|
| CLASSIFICATION<br><b>Information Technology Associate</b>  |  | DWR POSITION NUMBER<br><b>7001-1401-XXX</b>      | SAP POSITION NUMBER<br><b>50000569</b>                                     | MCR<br><b>1</b> |
| APPOINTEE<br><b>Vacant</b>   |  | SAP PERSONNEL NO.<br><b>TBD</b>                  | DIVISION/SECTION<br><b>DTS/Customer Svcs. Branch/IRWM-SCRO Support</b>     |                 |
| COLLECTIVE BARGAINING IDENTIFIER<br>Management Related BU: <input type="checkbox"/> Supervisory Related BU: <input type="checkbox"/> Confidential Related BU: <input checked="" type="checkbox"/> Rank and File BU: <b>R01</b> |  |  |  |                 |
| RESPONSIBILITIES EXERCISED<br><input type="checkbox"/> Supervisory <input type="checkbox"/> Lead Person  |  | IMMEDIATE SUPERVISOR (Print)<br><b>Anna Fong</b> | SUPERVISOR'S CLASSIFICATION<br><b>Information Technology Supervisor II</b> |                 |
| APPROVED BY (Personnel Analyst's Name)<br><b>Jennifer Greathouse</b>   |  |  | DATE<br><b>3-10-26</b>   |                 |
| <i>Percent of Time</i>   | <i>Activity</i>  |  |  |                 |
|  | <p><b>POSITION SUMMARY</b></p> <p>Under the general supervision of an Information Technology Supervisor II, the Information Technology Associate serves as a Client Services Analyst. The position's duties and activities are performed primarily within the Client Services domain. The position provides client technology support and services in support of the Department of Water Resources' (DWR) programs, organizations, employees, and business objectives. The incumbent performs technical services and performs operational support activities related to the configuration, implementation, and operational maintenance of defined client technologies. The incumbent operates independently to provide high quality client technology support and enjoys collaborating and working with people. The position maintains the hardware, software, and user account management necessary to provide reliable, secure and well performing client computing environment for DWR organizations. This position supports 'Software as a Service' platform for cloud applications and services. The incumbent must adhere to all Departmental IT Governance Standards and IT Policies as set by the Department's Manager of the Division of Technology Services.</p> <p><b>ESSENTIAL FUNCTIONS</b></p> <p>This position requires that the incumbent work cooperatively with others; maintain regular, predictable, and consistent attendance; exercise good judgment; provide excellent service to internal and external customers; and complete assigned projects and tasks on time at a level commensurate with the position classification. The incumbent must demonstrate the following: respect for coworkers and managers by being courteous, considerate, and professional; openness and trust by being straightforward, listening respectfully, sharing information, and being receptive to new ideas; and accountability by taking responsibility for one's own actions/inaction and the subsequent outcomes.</p> |  |  |                 |
| SUPERVISOR'S STATEMENT: <b>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.</b>  |  |  |  |                 |
| SUPERVISOR'S NAME (Print)<br><b>Anna Fong</b>  |  | SUPERVISOR'S SIGNATURE<br>➤                      |  | DATE            |
| EMPLOYEE'S STATEMENT: <b>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT.</b>  |  |  |  |                 |
| EMPLOYEE'S NAME (Print)<br><b>Vacant</b>   |  | EMPLOYEE'S SIGNATURE<br>➤                        |  | DATE            |

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| CLASSIFICATION                          | DWR POSITION NUMBER   | SAP POSITION NUMBER                                | MCR      |
| <b>Information Technology Associate</b> | <b>7001-1401-XXX</b>  | <b>50000569</b>                                    | <b>1</b> |
| APPOINTEE                               | SAP PERSONNEL NO.   | DIVISION/SECTION                                   |          |
| <b>Vacant</b>                           | <b>TBD</b>  | <b>DTS/Customer Svcs. Branch/IRWM-SCRO Support</b> |          |
| <i>Percent of Time</i>                  | <i>Activity</i>   |  |          |
| <b>40%</b>                              | <p><b>SPECIFIC DUTIES INCLUDE:</b></p> <p>Provide technical services and support for client technology environment. Provide technical services and solutions in the areas of client technology hardware and software, mobile computing, peripheral devices, and file connectivity. Develop and configure detailed hardware and software solutions for problems. Provide personal computing services and support for physical and virtual compute environments. Improve existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications and documenting results. Install and maintain approved client operating systems and software applications. Ensure operating systems and software(s) are maintained at the approved standard level through effective patch management. Install and configure approved such as virtual clients, tablets, or accessories for customers. Utilize the Microsoft System Center Configuration Manager (SCCM) software management tool to configure automated installs of client computers Operating System (OS) and software to maintain a standardized client computing environment. Perform device(s) configuration to defined network domains. Configure and maintain peripheral devices. Maintain client technology environment and support documentation. Maintain computer equipment inventory and determine replacement schedules.</p> |  |          |
| <b>40%</b>                              | <p>Performs Level 1 and 2 client support activities. Responsible for gathering and analyzing problem tickets, evaluate impacts, resolve or escalate issues generated by customers. Utilizes department Information Technology Service Management (ITSM) systems to track customer service and problems. Perform problem solving, diagnostic activities, to resolve client compute hardware and software issues. Provide support for 'Software as a Service' platform for cloud applications and services. Provide assistance to other technical areas in resolution of Level 2 problems. Manage client and internal expectations around resolutions and time-lines. Monitor Service Request tickets and ensure completion of requests within defined service-level agreement. Provide defined client technologies education and training employees. Perform research and conduct studies related to program areas needs and activities required on IT systems and platforms. Participate on defined and special projects to help improve processes, documentation, overall client experience, testing of hardware and software including compatibility testing. Assist other technical areas with deployment of non-client technology components and solutions. Provide education and training to to end-user, comfortable speaking in front of client and delivering training on use of virtual desktop and Microsoft Office products.</p>         |  |          |
| <b>20%</b>                              | <p>Participate within the Cybersecurity Incident Response Team (CSIRT) to execute Incident Response Plans appropriately for Cybersecurity incidents. Effectively represents the Division/Branch in meetings. Participate in client technology planning efforts. Participate in the development and maintenance of effective standards and templates to support client technology service delivery. Prepare presentations, production demonstrations, and issue analysis as assigned. Prepares thorough and accurate reports/presentation material. Participate on special projects as assigned by management.</p>   |  |          |

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| APPOINTEE<br><b>Vacant</b>                                |  | SAP PERSONNEL NO.<br><b>TBD</b>             | DIVISION/SECTION<br><b>DTS/Customer Svcs. Branch/IRWM-SCRO Support</b> |                 |
| <i>Percent of Time</i>                                    | <i>Activity</i>  |   |  |                 |
|   | <p><b>OTHER RESPONSIBILITES</b></p> <p>This position provides necessary support to the Divisions of Flood Management, Safety of Dams, Operations and Maintenance, Engineering, and/or the Public Affairs Office during Governor declared emergencies, flood, dam, State Water Project, and other incidents and emergencies. Additionally, this position may participate in emergency operations in the capacity of area teams, field inspection, coordination, and assist agencies such as Governor's Office of Emergency Services and Federal Emergency Management Agency in disaster work including performing fieldwork to complete damage survey reports for droughts, flooding, earthquakes, and other emergencies. This position may also serve in one of the sections as established in the Incident Command System to assist the Department in performing its emergency preparedness, response, recovery, and mitigation functions. These functions are established in the California State Emergency Plan and the Department's Administrative Orders.</p> <p><b>SPECIAL REQUIREMENTS</b></p> <p>Position requires incumbent to obtain and maintain Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) certifications. May be required to work overtime and travel to various locations throughout the State of California when requested.</p> <p>Incumbent shall maintain strict confidentiality in regard to departmental data and systems, identity management, system accounts, and information security items that they have access to via any assigned privilege accounts (These are accounts assigned to an employee that require privileges over-and-beyond the standard user production account, e.g. system administrator, applications administrator, domain administrators). Incumbent must maintain strict confidentiality when participating in any e-discovery or forensics type of activities, or any other situations where discretion is required.</p> <p>All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination.</p> <p>The Department of Water Resources (DWR) is committed to its mission and employees, and we are grounded in our commitment to public safety. DWR offers a hybrid workplace model that is designed to support a workforce of both office-centered and remote-centered workers. Regular and consistent attendance - whether office-centered or remote-centered - is essential to the successful performance in this position.</p> |   |  |                 |

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| APPOINTEE<br><b>Vacant</b>                                | SAP PERSONNEL NO.<br><b>TBD</b>  | DIVISION/SECTION<br><b>DTS/Customer Svcs. Branch/IRWM-SCRO Support</b> |                 |
| <i>Percent of Time</i>                                    | <i>Activity</i>  |  |                 |
|   | <p><b>KNOWLEDGE, SKILLS AND ABILITIES</b></p> <p>The incumbent must possess knowledge and experience in:</p> <ul style="list-style-type: none"> <li>* Client technology practices and operations,</li> <li>* Information Technology concepts, practices, methods, and principles,</li> <li>* Full life-cycle of end-user device solutions, including documentation, evaluation, configuration,</li> <li>* Provisioning, training, security, tracking, and support for end-user computing environment</li> <li>* Customer Experience</li> <li>* Software as a Service (SaaS)</li> <li>* Basic Project Management</li> <li>* Basic network technologies and network configuration</li> <li>* IT Service Management</li> <li>* Mobile computing technologies</li> <li>* System Administrator for Windows client operating systems, Microsoft Office products.</li> </ul> <p>The incumbent must possess the ability to:</p> <ul style="list-style-type: none"> <li>* Communicate effectively with both business, technical staff, and management</li> <li>* Provide quality customer service through responsiveness, innovation, competence, and work in a Team environment.</li> <li>* Move equipment solely (25 lbs. max.) or with assistance (100 lbs. max)</li> <li>* Open equipment and replace parts as needed</li> <li>* Solve technical problems in a distributed computing environments</li> <li>* Work on IT projects</li> </ul> |  |                 |

**JOB DESCRIPTION AND POSITION CLASSIFICATION**

|   |   |  |  |                 |
|---|---|--|--|-----------------|
| CLASSIFICATION<br><b>Information Technology Specialist I</b>  |   | DWR POSITION NUMBER<br><b>7001-1402-002</b>      | SAP POSITION NUMBER<br><b>50000569</b>                                     | MCR<br><b>1</b> |
| APPOINTEE<br><b>Vacant</b>  |   | SAP PERSONNEL NO.<br><b>TBD</b>                  | DIVISION/SECTION<br><b>DTS/Customer Svcs. Branch/IRWM-NRO Support</b>      |                 |
| COLLECTIVE BARGAINING IDENTIFIER<br><input type="checkbox"/> Management Related BU: <input type="checkbox"/> Supervisory Related BU: <input type="checkbox"/> Confidential Related BU: <input checked="" type="checkbox"/> Rank and File BU: <b>R01</b> |   |  |  |                 |
| RESPONSIBILITIES EXERCISED<br><input type="checkbox"/> Supervisory <input type="checkbox"/> Lead Person   |   | IMMEDIATE SUPERVISOR (Print)<br><b>Anna Fong</b> | SUPERVISOR'S CLASSIFICATION<br><b>Information Technology Supervisor II</b> |                 |
| APPROVED BY (Personnel Analyst's Name)<br><b>Jennifer Greathouse</b>  |   |  | DATE<br><b>3-10-26</b>   |                 |
| <i>Percent of Time</i>  | <i>Activity</i>   |  |  |                 |
| <b>30%</b>  | <p><b>POSITION SUMMARY</b><br/>           Under the general supervision of the Regional &amp; Emergency Technology Services Manager, the Information Technology Specialist I serves as a journeyman Client Services Analyst. The position's duties and activities are performed primarily within the Client Services domain. The position provides services and support related to hardware and software necessary to provide a reliable, secure and well performing client technology environment for the Department of Water Resources (DWR). The incumbent possesses a high level of proficiency and technical competency to prioritize work, initiate contacts with customers and resolve technical issues related to the client technology environment. The incumbent must adhere to all Departmental IT Governance Standards and IT Policies as set by the Department's Manager of the Division of Technology Services.</p> <p><b>ESSENTIAL FUNCTIONS</b><br/>           This position requires that the incumbent work cooperatively with others; maintain regular, predictable, and consistent attendance; exercise good judgment; provide excellent service to internal and external customers; and complete assigned projects and tasks on time at a level commensurate with the position classification. The incumbent must demonstrate the following: respect for coworkers and managers by being courteous, considerate, and professional; openness and trust by being straightforward, listening respectfully, sharing information, and being receptive to new ideas; and accountability by taking responsibility for one's own actions/inaction and the subsequent outcomes.</p> <p><b>SPECIFIC DUTIES INCLUDE:</b><br/>           Perform Region Office client technology problem resolution and service delivery activities. Provide Level 2 and Level 3 support for client technology environment. Monitor and resolve customer problem tickets within service-level agreements. Monitor and complete customer service requests within defined service-level agreements. Assist other Client Support Analysts, O&amp;M Field Division HEP Technicians, and Division of Technology Services (DTS) technical operational areas in the fulfillment of service requests and problem resolutions for associated IT related issues. Perform evaluation of proposed client technology hardware and software and formulate recommendations.</p> |  |  |                 |
| SUPERVISOR'S STATEMENT: <b>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.</b>   |   |  |  |                 |
| SUPERVISOR'S NAME (Print)<br><b>Anna Fong</b>   |   | SUPERVISOR'S SIGNATURE<br>➤                      |  | DATE            |
| EMPLOYEE'S STATEMENT: <b>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT.</b>   |   |  |  |                 |
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| APPOINTEE<br><b>Vacant</b>                                   | SAP PERSONNEL NO.<br><b>TBD</b>   | DIVISION/SECTION<br><b>DTS/Customer Svcs. Branch/IRWM-NRO Support</b> |                 |
| <i>Percent of Time</i>                                       | <i>Activity</i>   |   |                 |
| <b>20%</b>   | <p><b>Support and provide services related to clients' printing, scanning, and mobile business needs. Perform client technology operating system, device firmware, and software required upgrades. Ensure all client technology software and devices are aligned to departmental standards and maintained at required information security level standard and policies.</b></p>   |   |                 |
| <b>20%</b>   | <p><b>Perform and/or coordinate deployment of desktop computers, laptop, workstation computers, printers, and mobile devices activities. Perform device and hardware imaging/cloning activities. Install standard DWR software applications. Utilizes the department's software management tools to configure automated installs of client computer operating systems and enterprise software to maintain a standardized client computing environment within the department. Ensures that departmental standards are met to allow users to operate in a secure and efficient computing environment.</b></p>   |   |                 |
| <b>20%</b>   | <p><b>Serves as participate and/or technical lead on enterprise client technology projects. Develop project technical activities plans and schedule. Perform assigned project tasks/activities. Review client technology technical deliverables; review technical deliverables for accuracy, consistency, and completeness. Resolve identified technical project issues. Facilitate project stakeholder meetings.</b></p>   |   |                 |
| <b>20%</b>   | <p><b>Develop and maintain Client Technology operation and service reports. Maintain Client Technology operations portfolio report. Maintain Client Technology device and software inventory report. Participate as part of Department Cyber-Security Incident Response Team. Ensures that the Department's IT policies, security policies and necessary approvals through the department's IT Acquisition Plan (ITAP) are met. Participates in development of customer training programs and materials and conducts customer training as needed. Participates with other Client Support staff in developing, documenting and maintaining standard operating procedures for Client Support.</b></p> |   |                 |
| <b>10%</b>   | <p><b>Provide customer education related to use of client technology devices and software. Consults with and advises Department Program Area regarding the planning, acquisition, and deployment of client technology devices, software, and solutions to support business goals and improve program operations. Perform research and studies on emerging client technology devices, software, platforms. Presents recommendations to division management for approval and implementation.</b></p>  |   |                 |

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| <i>Percent of Time</i>                                       | <i>Activity</i>  |   |                 |
|  | <p><b>OTHER RESPONSIBILITES</b></p> <p>This position provides necessary support to the Divisions of Flood Management, Safety of Dams, Operations and Maintenance, Engineering, and/or the Public Affairs Office during Governor declared emergencies, flood, dam, State Water Project, and other incidents and emergencies. Additionally, this position may participate in emergency operations in the capacity of area teams, field inspection, coordination, and assist agencies such as Governor's Office of Emergency Services and Federal Emergency Management Agency in disaster work including performing fieldwork to complete damage survey reports for droughts, flooding, earthquakes, and other emergencies. This position may also serve in one of the sections as established in the Incident Command System to assist the Department in performing its emergency preparedness, response, recovery, and mitigation functions. These functions are established in the California State Emergency Plan and the Department's Administrative Orders.</p> <p><b>SPECIAL REQUIREMENTS</b></p> <p>Position requires incumbent to obtain and maintain Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) certifications. May be required to work extended hours and travel to various locations throughout the State of California when requested.</p> <p>Incumbent shall maintain strict confidentiality in regard to departmental data and systems, identity management, system accounts, and information security items that they have access to via any assigned privilege accounts (These are accounts assigned to an employee that require privileges over-and-beyond the standard user production account, e.g. system administrator, applications administrator, domain administrators). Incumbent must maintain strict confidentiality when participating in any e-discovery or forensics type of activities, or any other situations where discretion is required.</p> <p>All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination.</p> <p>The Department of Water Resources is committed to its mission and employees, and we are grounded in our commitment to public safety. Regular, consistent, and predictable attendance is essential to the successful performance in this position.</p> |   |                 |

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| <i>Percent of Time</i>                                       | <i>Activity</i>  |   |                 |
|  | <p><b>KNOWLEDGE, SKILLS AND ABILITIES</b></p> <p>The incumbent must possess knowledge and experience in:</p> <ul style="list-style-type: none"> <li>* Client technology practices and operations</li> <li>* Information Technology concepts, practices, methods, principles, and Active Directory</li> <li>* Full life-cycle of end-user device solutions, including evaluation, configuration, troubleshooting computers and basic networks</li> <li>* Provisioning, training, security, tracking, and support for end-user computing environment</li> <li>* Virtual Desktops</li> <li>* Software as a Service (SaaS) and Infrastructure as a Service (IaaS)</li> <li>* Project Management and resource management</li> <li>* IT Service Management</li> <li>* Client and mobile computing technologies</li> <li>* System Administrator for Windows client operating systems, Microsoft Office products.</li> </ul> <p>The incumbent must possess the ability to:</p> <ul style="list-style-type: none"> <li>* Communicate, document and write effectively with business, technical staff, and management</li> <li>* Provide quality customer service through responsiveness, innovation, competence, and work in a Team environment.</li> <li>* Lead large IT projects, collaborate with other IT Domain Services Experts, Vendors and project portfolios</li> <li>* Solve technical problems and provide technology recommendation and business solutions in a complex distributed computing environment</li> <li>* Move equipment solely (25 lbs. max.) or with assistance (100 lbs. max)</li> <li>* Open equipment and replace parts as needed</li> </ul> |   |                 |