



Resources **Duty Statement**

DIRECTORATE/DIVISION		CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Administrative Services Division		Information Technology Technician	681-600-1400-981
BRANCH (if applicable)		WORKING TITLE	CBID
N/A		IT Help Desk Technician	R01
SECTION/UNIT (if applicable)		REPORTING LOCATION	INCUMBENT
Information Technology Section/IT Operations Unit		Sacramento - CNRA	Vacant
IMMEDIATE SUPERVISOR			
IT Operations Supervisor (Information Technology Supervisor II)			
MISSION STATEMENT			
The mission of the Office of Energy Infrastructure Safety (Energy Safety) is to create a safer, sustainable California with utility infrastructure that is managed to reduce excavation and wildfire risk and is adaptable to an evolving climate.			
POSITION DESCRIPTION			
Under the initial close supervision of the IT Operations Supervisor, the incumbent will perform routine support tasks, following well-defined procedures for the IT Operations Unit’s services. Incumbent will provide on-site IT and audio/visual support for meetings physically located throughout the State of California, resolve client incidents and requests for Tier 1 help desk, troubleshoot routine issues, maintain IT equipment, and other related activities.			
<b>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 with equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.</b>			
ESSENTIAL FUNCTIONS:			
%	TASK/DUTIES		
30%	IT and Audio/Visual Support: Provide on-site information technology and audio/visual (A/V) support on an as-needed and as-requested basis for meetings and events physically located throughout the State of California. This includes, but is not limited to, setting up and testing microphones, microphone systems, webcams, and other audio/visual equipment prior to meetings; configuring and testing remote meeting events in Microsoft Teams, Zoom, and other systems; coordinating with staff on dates, times, and locations for events requiring on-site IT and/or A/V support; and placing orders for additional IT and A/V equipment as necessary.		
30%	IT Ticket Management and Resolution: Assist with resolving and managing Tier 1 IT tickets submitted by end users throughout the organization. Document and escalate tickets as necessary to the Energy Safety IT Help Desk staff and/or CNRA IT queues.		
20%	Documentation, Inventory, and Reporting: Provide workload and status reports to supervisor. Update hardware and software inventory as needed. Document and maintain operational procedures. Assists in developing justification of equipment and ensures proper utilization. Provides system maintenance as needed.		



Resources **Duty Statement**

<b>15%</b>	Travel: This position will travel throughout the State of California to provide on-site information technology and audio/visual (A/V) support on an as-needed and as-requested basis approximately 15% of the time.
<b>MARGINAL FUNCTIONS:</b>	
<b>%</b>	<b>TASK/DUTIES</b>
<b>5%</b>	Act as the primary back-up for the IT Help Desk staff. Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and prepare administrative paperwork to meet operational needs. Participate in professional development training, as well as tasks, trainings and activities that support programmatic and workplace diversity, equity, and inclusion.
<b>TYPICAL WORKING CONDITIONS</b>	
Work Schedule: Intermittent time base with workdays occurring on Mondays – Fridays.	
<b>TRAVEL REQUIREMENTS:</b>	
Will be required to travel throughout the state of California up to 15% of the work time.	
<b>DRIVING REQUIREMENTS:</b> YES, Possession of valid driver's license is required for this position.	
If driving is required, it will be performed up to: 15% of the time.	
<b>TELEWORK DESIGNATION:</b>	
Energy Safety utilizes a Hybrid Remote/In-person approach enabling staff to telework, when approved by management. Energy Safety will use shared workspaces for most staff (hoteling stations) when required to work in the office. This position is designated as telework eligible-office centered.	
<b>CONFLICT OF INTEREST:</b> <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment, which identifies pertinent personal financial information.	
<b>SPECIAL REQUIREMENTS:</b>	
N/A	
<b>PHYSICAL AND ENVIRONMENTAL DESIGNATION: Office</b>	
Work in a climate-controlled, high-rise building, open office environment, under artificial lighting; exposure to computer screens and other basic office equipment; work in a professional environment, under deadlines. There will be occasional fluctuations in temperature. The employee will work in a cubicle and will periodically attend meetings and/or training outside of his/her assigned office.	



Resources **Duty Statement**

**ESSENTIAL PHYSICAL CHARACTERISTICS**

Note: Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such reasonable accommodation.

Activity	Frequency	Distance/Height
Sitting	Constantly (Over 6 Hours)	
Standing	Constantly (Over 6 Hours)	
Running	Never	
Walking	Occasionally (Up to 3 Hours)	
Crawling	Occasionally (Up to 3 Hours)	
Kneeling	Occasionally (Up to 3 Hours)	
Climbing	Never	
Squatting	Occasionally (Up to 3 Hours)	
Bending (neck)	Occasionally (Up to 3 Hours)	
Bending (waist)	Occasionally (Up to 3 Hours)	
Twisting (neck)	Occasionally (Up to 3 Hours)	
Twisting (waist)	Occasionally (Up to 3 Hours)	
Reaching (above shoulder)	Occasionally (Up to 3 Hours)	
Reaching (below shoulder)	Occasionally (Up to 3 Hours)	
Pushing & Pulling	Occasionally (Up to 3 Hours)	
Fine Manipulation	Never	
Power Grasping	Never	
Simple Grasping	Occasionally (Up to 3 Hours)	
Repetitive use of hand(s)	Occasionally (Up to 3 Hours)	
Keyboard Use	Constantly (Over 6 Hours)	
Mouse Use	Constantly (Over 6 Hours)	
Walking on uneven ground	Occasionally (Up to 3 Hours)	
Driving	Occasionally (Up to 3 Hours)	
Lifting/Carrying	Occasionally (Up to 3 Hours)	
0 – 10 lbs.	Occasionally (Up to 3 Hours)	



Resources **Duty Statement**

11 – 25 lbs.	Occasionally (Up to 3 Hours)	
26 – 50 lbs.	Never	
51 – 75 lbs.	Never	
76 – 100 lbs.	Never	
100 + lbs.	Never	

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.

**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 WITH A COPY OF THIS DUTY STATEMENT.

SUPERVISOR NAME (TYPE)	SUPERVISOR SIGNATURE	DATE

**EMPLOYEE STATEMENT:**

I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.

EMPLOYEE NAME (TYPE)	EMPLOYEE SIGNATURE	DATE