

JOB DESCRIPTION AND POSITION CLASSIFICATION

CLASSIFICATION Information Technology Associate		DWR POSITION NUMBER 0520-1401-006	SAP POSITION NUMBER 50043415	MCR 1
APPOINTEE Vacant		SAP PERSONNEL NO. TBD	DIVISION/SECTION DTS/Customer Services - Client Support A	
COLLECTIVE BARGAINING IDENTIFIER <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: R01				
RESPONSIBILITIES EXERCISED <input type="checkbox"/> Supervisory <input type="checkbox"/> Lead Person		IMMEDIATE SUPERVISOR (Print) Rodney Essex	SUPERVISOR'S CLASSIFICATION Information Technology Supervisor II	
APPROVED BY (Personnel Analyst's Name) Jennifer Greathouse			DATE 3-10-26	
<i>Percent of Time</i>	<i>Activity</i>			
	<p>POSITION SUMMARY</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>ESSENTIAL FUNCTIONS</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:		I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.		
SUPERVISOR'S NAME (Print) Rodney Essex		SUPERVISOR'S SIGNATURE ➤		DATE
EMPLOYEE'S STATEMENT:		I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT.		
EMPLOYEE'S NAME (Print) Vacant		EMPLOYEE'S SIGNATURE ➤		DATE

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Vacant	TBD	DTS/Customer Services - Client Support A	
<i>Percent of Time</i>	<i>Activity</i>		
40%	<p>SPECIFIC DUTIES INCLUDE:</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 InTune 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>		
40%	<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.</p>		
20%	<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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	<p>OTHER RESPONSIBILITES</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>SPECIAL REQUIREMENTS</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 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> <p>The incumbent must possess the ability to:</p> <ul style="list-style-type: none"> * Communicate effectively with both business, technical staff, and management * Provide quality customer service through responsiveness, innovation, competence, and work in a Team environment. * Move equipment solely (25 lbs. max.) or with assistance (100 lbs. max) * Open equipment and replace parts as needed * Solve technical problems in a distributed computing environments * Work on IT projects 		

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	<p>KNOWLEDGE, SKILLS AND ABILITIES</p> <p>The incumbent must possess knowledge and experience in:</p> <ul style="list-style-type: none"> * Client technology practices and operations, * Information Technology concepts, practices, methods, and principles, * Full life-cycle of end-user device solutions, including documentation, evaluation, configuration, * Provisioning, training, security, tracking, and support for end-user computing environment * Customer Experience * Software as a Service (SaaS) * Basic Project Management * Basic network technologies and network configuration * IT Service Management * Mobile computing technologies * System Administrator for Windows client operating systems, Microsoft Office products. 		