

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

Information Technology Associate (ITA)

POSITION NUMBER:

763-1401-008

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Information Systems Division

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Regional Office Support Bureau / 763

SUPERVISOR'S NAME:

Christopher Hetrick

SUPERVISOR'S CLASS:

Information Technology Supervisor 1

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

The incumbent must be able to lift and carry IT equipment which can weigh up to 35 lbs.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- None                       Supervisor                       Lead Person                       Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

N/A

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

N/A

## MISSION OF ORGANIZATIONAL UNIT:

Information Systems Division's (ISD) mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units. This position shall focus on the Client Services, IT Project Management and System Engineering domains.

ISD accomplishes this by:

- effectively managing information systems and equipment;
- planning, communicating and implementing responsible information technology policies and solutions; and,
- sharing and transferring information technology knowledge and tools.

Domains: Client Services

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**CONCEPT OF POSITION:**

Under the general supervision of the Information Technology Supervisor I (IT Sup I) the Information Technology Associate (ITA) is responsible for providing immediate support within the Regional Offices to users utilizing California Department of Social Services (CDSS) Information Technology (IT) equipment. The ITA serves as a "Single Point of Contact" IT support analyst for all CDSS Regional Office users, including hardware and software support, and to provide advice, consultation, and analytical problem solving assistance in complex end user computing.

**A. RESPONSIBILITIES OF POSITION:**

45% - Provide regional on-site and remote support for all IT equipment in coordination with the Information Systems Division (ISD) Service Desk. Diagnose, resolve, and/or elevate the more complex, non-routine and difficult system and operational problems to tier 2, tier 3 and/or management. Provide troubleshooting support, logging and documenting all incident and service request activity in the Service Desk tracking system. Work closely with Service Desk and dispatch to the user Regional Office locations to provide on-site troubleshooting and support. Work escalated incidents reported from the Service Desk first level support group, requests for service, analyze problems and work on solutions, root cause analysis of repeatable incidents and problems. Maintain the ISD IT Service Management (ITSM) solution by logging all incident and service request activities, providing documentation about problems, escalating calls to appropriate personnel.

Provide support and assistance to users on various software and hardware. Software includes, but is not limited to, current Windows operating system, Microsoft Office Suite, CDSS business applications, Active Directory (AD), System Center Configuration Manager (SCCM) and Mobile Device Management (MDM). Hardware support includes, but is not limited to, workstations, network and local printers, fax machines, Voice over Internet Protocol (VoIP) phones, and other hardware devices. Provide configuration and support for department owned mobile devices. Utilize AD and SCCM in the support of users. Create procedures on troubleshooting steps and solutions for problems and provides training to others. Monitor daily the ISD ITSM solution and regularly dispatch to the various Regional Offices to provide on-site support.

25% - Work with tier 2 and tier 3 staff and coordinate troubleshooting, problem solving, and project work activities. Act as on-site liaison between users and other IT support staff, in reporting and/or resolving the more difficult and complex system and operational problems that may be encountered dealing with network, software, hardware, or other IT related issues involving state equipment. Provide continual independent analysis of the overall needs for Department IT solutions statewide. Research, compile, analyze, and evaluate data to continuously improve IT systems operations. Develop email notifications to users on behalf of the ISD related to change management activities, problem management activities, incident management, and other related IT activities.

10% - Coordinate problem resolution with departmental IT support staff and service contract vendor technical staff. Interact in a professional manner with all levels of staff, which includes supervisors, management, other support units, vendors, CDSS Call Centers, other Agencies, and the CA Department of Technology on a daily basis. Train staff and prepares troubleshooting guides.

10% - Study, learn, and implement future technology changes and best practices as the Department IT infrastructure continues to evolve. Provide testing of new IT hardware and software solutions and provide feedback and analysis as necessary. Attend job related trainings in order to remain current on trends and changes in the IT field in order to serve customer base. Understand and participate on the Information Technology Infrastructure Library (ITIL) fundamentals.

10% - Perform other job related duties as assigned, including, but not limited to, special projects, providing support to other Department IT management and staff, and acting as Department liaison attending recurring meetings.

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B. SUPERVISION RECEIVED:

The ITA receives general direction from the IT Sup I who will ensure staff is sufficiently aware of the Bureau, Branch, Division, and Departmental goals and policies to support them through project activities and management actions.

C. ADMINISTRATIVE RESPONSIBILITY:

The ITA is responsible for IT technical and services support, procurements, and deployments, including the maintenance of effective policies and procedures. The incumbent assists with IT related call tracking, forms, and reporting.

D. PERSONAL CONTACTS:

The ITA has routine contact with government and private sector employees including Executive staff, management, staff, consultants, technical support staff, and vendors.

E. ACTIONS AND CONSEQUENCES:

The incumbent must exercise good judgment in providing assistance, consultation, and communication to all levels of staff, and follows established IT policies and procedures to ensure standardization and continuity of service delivery. The Department services the citizens of California by providing social services. High quality, appropriate deployments and use of the IT infrastructure is crucial to servicing the needs of California citizens. Failure to provide timely and appropriate IT support to staff may result in the failure of CDSS staff to administer mandated social services programs, non-productivity, and frustration.

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 50% of the time. This position is subject to fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI) .

The incumbent must possess strong customer service skills and be able to work in a team environment, as well as independently. The incumbent must also possess comprehensive knowledge of how IT and telecom equipment works, operating systems and application software. The successful candidate will also possess strong analytical skills, and excellent interpersonal and communication skills. The job requires some travel to other regional offices within California. The incumbent must be able to routinely lift and carry equipment which can weigh up to 35 lbs. The incumbent must undergo a fingerprinting and background process to obtain state and federal clearance, and must maintain confidentiality on all information gained during their employment with the Department.