

STATE OF CALIFORNIA  
 California Victim Compensation Board  
 Rev. 09/17



## DUTY STATEMENT

<b>EMPLOYEE</b> VACANT		<b>RPA # / JOB CONTROL #</b> 26-078 / JC-515715	
<b>POSITION NUMBER</b> 040-410-1402-008	<b>CLASSIFICATION</b> Information Technology Spec. I	<b>WORKING TITLE</b> Client Services Specialist	
<b>DIVISION</b> Information Technology Division	<b>SECTION</b> Service Desk	<b>CBID</b> R01	<b>WWG</b> E
<b>WORK DAYS</b> Monday – Friday	<b>WORK HOURS</b> 8 AM – 5 PM	<b>TENURE</b> Permanent	<b>TIME BASE</b> Full-time

### CONFLICT OF INTEREST CLASSIFICATION

This position is designated under the Conflict of Interest Code and 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 a Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

Conflict of Interest Classification?     Yes     No

### DEPARTMENT OVERVIEW

The California Victim Compensation Board (CalVCB) is a state program dedicated to providing reimbursement for many crime-related expenses to eligible victims who suffer physical injury or the threat of physical injury as a direct result of a violent crime. CalVCB funding comes from restitution paid by criminal offenders through fines, orders, penalty assessments and federal funds.

Our mission is to assure the rights of victims of crime by providing responsive financial compensation through a stable restitution fund. CalVCB is a special funded department under the direction of the Government Operations Agency.

### EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the duties of this position, and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Office of Civil Rights).

<b>EMPLOYEE'S NAME (Print)</b>	<b>EMPLOYEE'S SIGNATURE</b>	<b>DATE</b>
--------------------------------	-----------------------------	-------------

### SUPERVISOR ACKNOWLEDGEMENT

I certify this duty statement represents current and 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.

<b>SUPERVISOR'S NAME (Print)</b> Christina Johnson	<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
---	-------------------------------	-------------



**DUTY STATEMENT**

(REV. 09/17)

**RPA 26-078**

- Invest in personal development through ongoing continuous research and education to maintain position related knowledge in the information technology field with emphasis on cross-training and knowledge transfer within CalVCB IT.
- Facilitate cross work and cross training with other IT sections and personnel as required.
- Other duties as assigned.

**DESIRABLE QUALIFICATIONS****Experience with the following:**

- Network storage products.
- Compressed backup solutions.
- Windows OS, Active Directory, SCCM, PowerShell scripting.
- PC hardware and software configuration and imaging.
- Security standards and practices.
- Networking fundamentals in support of TCP/IP and telecommunications networks.
- Backup, recovery and disaster preparedness.
- Project management concepts, terms, and methodologies.
- Technical report writing, research, and analysis.
- Industry best practices and standards for developing and maintaining applications for networked PC's, internet/intranet, cloud-based systems, web services, and database servers.
- Knowledge of functional and technical requirements and system design concepts.
- The role and responsibility of various sections within an IT organization.
- The role and responsibility of various State control agencies.

**PERSONAL CHARACTERISTICS and EXPECTATIONS**

- Demonstrated ability to act independently and as a member of a team with open-mindedness, flexibility, and tact.
- Ability to effectively handle stress and deadlines in a fast-paced work environment.
- Ability to problem-solve and use critical and creative thinking to effectively perform work.
- Display good interaction skills and the ability to deal professionally, congenially and in a personable manner with the public, other governmental entities, and staff at all levels.
- Communicate successfully in a diverse community as well as with individuals from varied backgrounds.
- Understand, follow and enforce all safety rules and procedures.
- Be supportive of management and coworkers.
- Maintain the confidence and cooperation of others.
- Ensure deadlines are met.
- Manage multiple & changing priorities.
- Maintain acceptable, consistent, and regular attendance.
- Develop and maintain knowledge and skill related to the job.
- Complete assignments in a timely and efficient manner.

**PHYSICAL ABILITIES**

- Typical work requires prolonged sitting using a computer and telephone.
- Common eye, hand, and finger dexterity is required for most essential functions.
- Grasping and making repetitive hand movements in the performance of daily duties.
- Some carrying/moving of objects up to thirty pounds.