

DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
TECHNOLOGY SUPPORT BUREAU
ENTERPRISE OPERATIONS SUPPORT BRANCH
TECHNICAL ASSISTANCE CENTER
LOCAL SUPPORT SECTION

JOB TITLE: Information Technology Associate (ITA)

POSITION NUMBER: 420-861-1401-080

INCUMBENT: Vacant

STATEMENT OF DUTIES: Under the general supervision of the Information Technology Supervisor II (IT Sup II), the incumbent will work in the Sacramento Attorney General (AG) office to assist in the support of the Department of Justice (DOJ) staff in that office with desktop hardware and software applications. The incumbent will be responsible for testing, diagnosing, and correcting desktop computer problems. In addition, the incumbent will install standard DOJ personal computer (PC) images; install new software and software upgrades; provide end user support and training for all software products on the desktop. Duties of this class are at the journey level and incumbents are responsible for complex technical issues and activities needed to support DOJ's desktop environment.

As needed, the incumbent may be called upon to provide support to DOJ clients by responding to calls placed to the Technical Assistance Center (TAC) help desk telephone line. The Associate incumbent will enter, update, and track client requests for assistance by using the DOJ selected automated help desk assistance software application, referred to as ITSM.

Occasional travel will be required to provide assistance to other AG legal offices and DOJ satellite offices, as well as attend meetings. In emergency instances, it is possible the incumbent will be on call 24 hours a day to provide assistance to DOJ staff with reported problems effecting critical software/hardware.

SUPERVISION RECEIVED: Under general supervision of the IT Sup II.

SUPERVISION EXERCISED: None

TYPICAL PHYSICAL DEMANDS: Ability to lift and move equipment weighing up to 50 pounds. Must be willing to work overtime, as needed, including evenings, weekends, as well as, on-call.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office, or similar environment in California. At the office, an enclosed windowed office with a smoke-free environment. May be required to sit at a computer terminal while performing research and other duties up to eight hours a day. Travel to designated offices may be required.

ESSENTIAL FUNCTIONS:

45% Technical Support/Testing

Provides high level technical assistance by testing, diagnosing, and correcting desktop computer problems. Develops, tests, installs, and maintains all standard DOJ PC images. Installs new software and software upgrades, as well as, evaluate and purchase new software and hardware. Provides end user support and training for all software products on the desktop.

25% Problem Resolution

Analyzes and diagnoses complex problems related to users, communications, system and/or software. Takes appropriate action to correct reported problems; educate the user; initiate equipment replacement, and, when needed, initiate problem resolution activity and communications with DOJ network staff. Develops the descriptions/specifications which identify any additional capabilities that may be needed by the Department and/or Bureau.

15% Documentation/Procedures/Training

Develops and maintains reference resources used in conjunction with troubleshooting desktop requests for assistance. Reference resources consist of, but are not limited to, basic PC operational procedures, software and hardware specifications, documentation of problem resolutions and frequently asked questions.

Develops training courses and materials for use in training classes, as well as, desk reference manuals. Upon request, conducts training of all effected staff on various DOJ supported software packages and specialized applications.

Attends technical and software skills classroom training courses, in an attempt to keep up with new technologies.

10% Desktop Support

Provides assistance by processing requests for assistance received via the TAC help desk telephone line. Calls for assistance may include software/hardware problems, requests for service, or questions pertaining to applications supported by the TAC.

MARGINAL FUNCTIONS:

5% Attends informational and unit meetings.

Duty Statement
ITA – TSB/EOSB/TAC(Local)/LSS

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Signature	Date	Supervisor Signature	Date
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