



DUTY STATEMENT

DATE APPOINTED TO CLASS		DATE OF LAST POSITION REVIEW 05/19/26	
DIVISION Standards & Development		POSITION NUMBER (Agency - Unit - Class - Serial) 421-034-1400-002	
BUREAU/UNIT Computer Services		CLASS TITLE Information Technology Technician	CBID R01
INCUMBENT		WORKING TITLE End User Support Specialist	
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under supervision of the Information Technology Supervisor II in a mixed office and telework environment, the Information Technology Technician performs technical and analytical tasks of standard complexity associated with organizing and gathering content for the POST Website, associated agency sites, - external outreach, graphics, and other online materials.			
<p>% of time performing duties</p> <p>Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use additional sheet if necessary)</p>			
ESSENTIAL FUNCTIONS			
45%	<p>POST Content Management – Website Content Creation and Maintenance – Applies knowledge of POST’s Web-based Content Management System (DNN) to develop and maintain webpages and applications hosted on the POST Website; apply knowledge of current principles of web design and W3C Website Accessibility Standards to improve usability, and readability of the main POST Website and related agency sites; configures and monitors web user accounts, set user permission levels according to appropriate access model; meet all deadlines for timely updates of web materials from various bureaus within POST; applies knowledge of accessibility standards, including WCAG and Section 508 requirements, to create, remediate, and maintain ADA-compliant web content, documents, and PDF files.</p>		
40%	<p>POST Client Outreach and Communication – Use email, Microsoft Apps, and other required technologies to communicate internally and externally; respond to client information requests for technical changes; content updates, and other questions about POST programs received via the POST Website Feedback function; use knowledge of POST’s business processes and organizational structure to route communication to appropriate POST team members when inquiries are outside the Web Unit’s scope. Send external email blasts to stakeholders, and design/publish lobby displays.</p>		
10%	<p>Attend relevant State Digital Web Services and Accessibility Community of Practice meetings/seminars in person and/or online to stay up-to-date on technical requirements, state templates, layout guidelines, accessibility standards, security policies, and recommendations regarding web design/development; gathers, evaluate and apply information to make recommendations to management for website improvements; advocate the POST Website as a technical benchmark for other agencies.</p>		
NON-ESSENTIAL FUNCTIONS			
5%	<p>Performs other job-related duties within the scope of the classification.</p>		

WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED OF THE JOB (if applicable):

WORK ENVIRONMENT

Office setting – Requires prolonged sitting, standing, walking, use of the telephone, use of a personal computer, and frequent contacts with individuals within POST and from law enforcement agencies. Requires mobility to various areas of the work site. Incumbent must work well under pressure, meeting multiple and sometimes conflicting deadlines. The incumbent shall at all times demonstrate cooperative behavior with co-workers and supervisors. Hours of work generally cover business hours of 8:00 a.m. to 5:00 p.m. This position is located in West Sacramento, CA. This position may be eligible for telework.

Some travel may be required (i.e., travel to off-site Bureau conferences or meetings or training and provide assistance to POST as necessary).

PHYSICAL ABILITIES

Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation. May require light carrying/lifting of office supplies such as paper, binders, manuals, etc.

Traveling may require medium to heavy lifting (e.g., laptop, luggage, etc.).

CONFLICT OF INTEREST (if applicable):

Conflict of Interest Filing (Form 700) required Not applicable

This position is designated under the Conflict of Interest Code. The 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 employee is required to complete Form 700 within 30 days of appointment and once per year.

Failure to comply with the Conflict of Interest Code requirements may void this appointment.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
---------------------------	------------------------	------

EMPLOYEE'S STATEMENT:

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR*
- *I HAVE RECEIVED A COPY OF THE DUTY STATEMENT*
- *I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION*
- *I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
-------------------------	----------------------	------

HUMAN RESOURCES ANALYST'S NAME (Print)	HUMAN RESOURCES ANALYST'S SIGNATURE	DATE
--	-------------------------------------	------