

## POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Information Technology Associate	Cabling Analyst
NAME OF INCUMBENT:	POSITION NUMBER:
	280-347-1401-023
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Telecom Operations / Voice & Digital Communications Services	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Production Services Division	Information Technology Supervisor II
BRANCH:	REVISION DATE:
Information Technology Branch	5/1/2018
<b>Duties Based on:</b> <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
<b>Check all that apply:</b> <input type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> Call Center/Counter Environment <input type="checkbox"/> May be Required to Work in Multiple Locations <input type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Requires DMV Pull Notice <input type="checkbox"/> Bilingual Fluency ( <i>specify below in Description</i> ) <input checked="" type="checkbox"/> Travel May be Required <input checked="" type="checkbox"/> Other ( <i>specify below in Description</i> )	
<b>Description of Position Requirements:</b> (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) Valid California Class-C Driver's License, Afterhours and Overtime Work	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
<b>Summary Statement:</b> (Briefly describe the position's organizational setting and major functions)	
Under the general supervision of the Information Technology Supervisor II, the incumbent performs analytical and technical functions associated with telecommunications infrastructure cabling specifications, detailed scopes of work, contract administration, and vendor oversight.  The incumbent contributes toward the growth of the ITB into a customer-focused service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.	
Percentage of Duties	Essential Functions
35%	Performs complete and thorough analysis of data to identify problem areas. Processes customer requests for services provided under contract in either a team or independent setting. Monitors the delivery of requested contract services for compliance with EDD standards, infrastructure-cabling specifications, and to ensure

	<p>services meet the customer's business needs. Completes customer requests according to Departmental guidelines and within established timeframes. Ensures communications with the customer, technical support staff, internal/external partners, management, and contractors are clear, concise, timely, and effective. Reports changes/delays to management in a timely manner.</p>
20%	<p>Prepares and submits detailed scopes of work, project plans, telecommunications room layouts, floor plans, and other related documents to design telecommunications infrastructure for work requested statewide. Ensures issues are identified and resolved timely by utilizing effective change control during the cabling projects/assignments. Shares solutions and lessons learned with staff. Ensures that contract technical services are appropriate for business requirements and are delivered efficiently, timely, and cost effectively. Reviews and approves project invoices; ensures billing is appropriate for services provided. Maintains site documentation electronically. Provides regular project updates to ITB management internal/external partners, and control agencies as necessary.</p>
20%	<p>Performs onsite visits to monitor, validate, and test contracted vendor performance and delivery of services to ensure they are meeting scopes of work, standards, and expectations. Ensures vendor work meets EDD standards, industry standards, control agency instructions, and charges are appropriate.</p>
10%	<p>Enters and maintains project, Move-Add-Change (MAC) requests, and break/fix work order activities in ITB automated tracking systems. Ensures status updates are current, timely, and accurate.</p>
<b>Percentage of Duties</b>	<b>Marginal Functions</b>
5%	<p>Develops and maintains desk process procedures and electronically maintains and updates them timely at the conclusion of each project or MAC request.</p>
5%	<p>Contributes to the implementation of the ITB Business Plan (ITBBP), as well as makes presentations to staff, management, and internal/external customers. Attends and participate in ITBBP training sessions. Identifies actions needed to implement the ITBBP principles. Models the behaviors and follows the principles throughout the workday. Provides constructive feedback to others who are not modeling the ITBBP behaviors. Maintains good working relationships with coworkers and internal/external partners. Develops presentations that are clear and concise. Ensures audience questions are answered accurately. Uses electronic tools to prepare and present presentations.</p>
5%	<p>Performs other duties as assigned.</p>

**4. WORK ENVIRONMENT** *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%

**Civil Service Classification**  
Information Technology Associate

**Position Number**  
280-347-1401-023

Lifting: Frequently - activity occurs 33% to 66%	Bending/Stooping: Occasionally - activity occurs < 33%	
Other: <i>Click here to enter text.</i>		
<b>Type of Environment:</b> <input checked="" type="checkbox"/> High Rise <input checked="" type="checkbox"/> Cubicle <input type="checkbox"/> Warehouse <input type="checkbox"/> Outdoors <input type="checkbox"/> Other:		
<b>Interaction with Customers:</b> <input type="checkbox"/> Required to work in the lobby <input type="checkbox"/> Required to work at a public counter <input checked="" type="checkbox"/> Required to assist customers on the phone <input type="checkbox"/> Required to assist customers in person <input type="checkbox"/> Other:		
<b>5. SUPERVISION EXERCISED:</b> (List total per each classification of staff)		
None		
<b>6. SIGNATURES</b>		
<b>Employee's Statement:</b> <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:	Date:	
<b>Supervisor's Statement:</b> <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:	Date:	
<b>7. HRSD USE ONLY</b>		
<b>Classification and Pay Unit (CPU) Approval</b>		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.	CPU Analyst Initials	Date Approved
<input type="checkbox"/> Exceptional allocation, STD-625 on file.	nsw	5/26/2026
<b>Reasonable Accommodation Unit use ONLY</b> <i>(completed after appointment, if needed)</i> <i>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</i> List any Reasonable Accommodations made:		

**Supervisor:** After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file