



- Current
- Proposed

Civil Service Classification: Student Assistant  
Working Title: IT Student Assistant  
Division Branch Name: Technical Services & Infrastructure Support Branch  
Incumbent: Vacant  
Position Number: 797-930-4870-905  
Effective Date:  
Conflict of Interest (COI): N  
FLSA Status: Non-Exempt  
CBID: E  
Tenure: Temporary  
Time Base: Intermittent

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

Primary Domain(s): Client Services

**DESCRIPTION:**

Under close supervision of the Helpdesk Supervisor and the Technical Services and Infrastructure Support Branch Chief, in a learning capacity the Student Assistant assists with a variety of technical related functions for the California Department of Aging (CDA) and California Commission of Aging (CCoA). The Information Technology (IT) Student Assistant will assist the Division of Information Technology (DIT) within CDA with basic IT tasks. The successful candidate will support the Department's Information Technology systems and infrastructure by providing customer assistance, resolving technical issues, maintaining hardware, software, inventory, documentation and help ensure up time of the department's IT operations.

**ESSENTIAL JOB FUNCTIONS:**

**40% Service Desk Support:**

Provides technical assistance and support to CDA and CCoA staff with troubleshooting desktop issues, software products, such as but not limited to Office 365, desktop and mobile hardware, ensuring timely resolution of technical problems and minimizing disruption to daily operations. Assisting with installing, configuring, repairing, and relocating hardware such as but not limited to docking stations, laptops, monitors, mobile devices, peripherals and printers to ensure configuration is per department's standards and operational need. Assist with installing, configuring, repairing and updating computer software in accordance with established procedures. Composes written and verbal responses to Service Desk tickets within Manage Engine (CDA Service Desk tool) and communicates basic service ticket information to department staff under management guidance. Assist with equipment installation and configuration on department-issued workstations, such as but not limited to permitting Bluetooth and USB devices while ensuring compliance with department standards and security protocols. Maintain awareness of emerging technologies and trends and provide suggestions to DIT to support continuous improvement of department technology services and processes. Generates and formats Service Desk reports utilizing Manage Engine as assigned for management review and decision-making purposes.

**40% IT Documentation and Inventory Management:**

Assist with maintaining, proofreading and testing documentation of new and existing IT processes, procedures, and tools in accordance with DIT standards to ensure accuracy, consistency, and compliance with department requirements. Review and update documentation as needed to support operational effectiveness and user understanding.

Assists with updating the department's IT inventory and ensuring all assigned and unassigned IT equipment is properly accounted for per state guidelines. Maintain accurate inventory records and support inventory tracking activities to ensure accountability of department-issued equipment. Generate and format Inventory Reports to ensure inventory is accounted for and to support tracking, reconciliation, and reporting of department IT assets. Assist with compiling inventory data and maintaining records for management review and audit purposes.

**15% Special Projects:**

Participate in and assist with special projects, research, writing, and communication needs as required by management to support department initiatives and operational objectives. Prepare, compile, and organize information and materials needed for project completion and management review. Provide infrastructure and project assistance and support under the direction of System and Network Administrators to support department technology operations and project implementation activities.

**MARGINAL JOB FUNCTIONS:**

**5%** Participates with other administrative and minor technical duties as assigned.

**TRAVEL:** None



**TYPICAL WORKING CONDITIONS:**

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

**EQUAL EMPLOYMENT OPPORTUNITY:**

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

**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.
- I have signed and received a copy of the duty statement.

\_\_\_\_\_  
**Supervisor's Signature and Date**

\_\_\_\_\_  
**Supervisor's Name and Title**

**EMPLOYEE'S STATEMENT:**

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- 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 Signature and Date**

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**HUMAN RESOURCES BRANCH USE ONLY:**

Duties meet class specification and allocation guidelines.

Exceptional allocation, STD 625 on file.

Analyst initials: PS Date Approved: 6/1/26

Revision Date (if applicable): \_\_\_\_\_