

**DUTY STATEMENT
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS**

PART A	
Position No: 830-100-1401-004	Date:
Class: Information Technology Associate	Name:
<p>Under the direction of the Information Technology Supervisor II, the Information Technology Associate will provide onsite Technical Support for various information technology systems at the California Department of Veterans Affairs Chula Vista home including basic network workstation, printer and telecommunications support. The incumbent's primary responsibility is to provide technical and analytical phone support related to multiple hardware and software platforms, such as, but not limited to desktop computers (PCs), mobile devices (e.g., tablets and mobile phones), laptops, printers, multi-functional copiers (MFCs), inhouse applications, and third- party software, with a good knowledge in Microsoft Office products. The incumbent will analyze, troubleshoot, document, and resolve requests onsite and remotely. The incumbent will identify trends and major incidents to report and escalate them to the team and management. The incumbent may be asked to provide introductory training on various productivity and collaboration tools such as MS M365 Suite. The incumbent is expected to work as a collaborative team member with peers and other sections/divisions while maintaining professionalism. Successful performance by the incumbent requires resourcefulness, organizational skills, flexibility, excellent communication skills, and the ability to adjust to meet workload demands. Perform duties within the Technology Management, Client Services, System Engineering domains. The incumbent may also travel to other CalVet's Veterans Homes for support during and outside of normal work hours.</p>	
Percentage of time performing duties:	ESSENTIAL FUNCTIONS
45%	<p>Provides Level I IT phone support and customer service to ensure all requests and issues are handled with excellence. Uses Service Now to create service tickets, document service repairs, maintain asset management, triage work orders and assign them to appropriate staff when necessary. Evaluate, analyze, and resolve hardware and software problems, including but not limited to, Windows operating systems, Office 365 Suite and CalVet's Virtual Desktop Infrastructure. Install software applications and provide routine system maintenance. Configure/install personal computers, printers, network equipment, and other peripherals. Assist network administrators with basic network functions as needed. Test and install new computer equipment; disconnect, relocate, and reconnect existing computer equipment. Test and install software, including upgrades in operating systems and applications.</p>
40%	<p>Respond to customer service inquires by way of email, telephone, and remotely as necessary. Ensure that customers have access to products and services, and that supported products meet the needs of the customer. Assist in maintaining hardware and software asset management, and proper disposal of old IT Assets. Create reports, order IT related supplies, and schedule hardware and software maintenance with vendors. Assist in other areas; attend in-service training, Travel to other CalVet Homes to meet department needs. Promote and enforce information security, safety rules and regulations, including best practices related to tool usage as well as control.</p>
10%	<p>Provide Level I support for the California Department of Veterans Affairs' video conference infrastructure, including troubleshooting and resolving video conference related issues and assisting with training customers on proper operation of video conference equipment.</p>
NON-ESSENTIAL FUNCTIONS	
5%	Other requested duties as assigned.

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PART B - PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or more
VISION: View computer screen; prepare various forms, memos, reports, letters, and proofread documents.					X
HEARING: Answer telephone; communicate with Administration, department managers, department staff; provide verbal information.					X
SPEAKING: Communicate with staff, residents and the public in person and via telephone; interact in meetings.					X
WALKING: Set up computer workstations in different offices in the facility.			X		
SITTING: Workstation; meetings; training.					X
STANDING: Copy documents; review records.			X		
BALANCING:		X			
CONCENTRATING: Review documentation for accuracy; complete forms; resolve computer and software technical problems, research processes.					X
COMPREHENSION: Understand needs of callers. Understand policies, procedures, and software and hardware issues.					X
WORKING INDEPENDENTLY: Must be able to apply laws, rules and processes with minimal guidance.					X
LIFTING UP TO 10 LBS:					X
LIFTING 10-25 LBS:		X			
LIFTING 25-50 LBS:		X			
FINGERING: Push telephone buttons, calculator keys, and computer keyboard.					X
REACHING: Answer telephone; use a mouse; retrieve documents from printer.				X	
CARRYING: Transport documents.		X			
CLIMBING: Stairs.		X			
BENDING AT WAIST: Use copier; access low file drawers.			X		
KNEELING: Access low file drawers.		X			
PUSHING OR PULLING: Open and close file drawers.			X		
HANDLING: Sort paperwork; distribute mail.					X
DRIVING: Special events		X			
OPERATING EQUIPMENT: Computer, telephone, copier, printer, fax machine.					X
WORKING INDOORS: Enclosed office environment.					X
WORKING OUTDOORS: Special events.			X		
WORKING IN CONFINED SPACE: File, supply, storage rooms, etc.		X			

I have read and understand the duties listed on this Duty Statement and I can perform these duties with or without reasonable accommodation.

Employee signature _____ Date _____

Supervisor signature _____ Date _____

Human Resources signature _____ Date _____