

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

 Current Proposed

RPA NUMBER 30278	DGS DIVISION / OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME Customer Technology Services	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 Third Street, West Sacramento CA 95605	
CIVIL SERVICE CLASSIFICATION Information Technology Technician	POSITION NUMBER 306-072-1400-002	CBID R01
POSITION ELIGIBLE FOR TELEWORK: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	PROBATIONARY PERIOD <input type="checkbox"/> 6 Months <input checked="" type="checkbox"/> 12 Months <input type="checkbox"/> N/A	WORK WEEK GROUP 2
WORK SCHEDULE (DAYS / HOURS) Monday - Friday, 7:00 a.m. to 5:00 p.m.	TENURE Permanent	
WORKING TITLE Help Desk Technician	TIMEBASE Full Time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	BILINGUAL POSITION: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No LANGUAGE NEEDED: <input type="checkbox"/> Verbal <input type="checkbox"/> Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION Rank and File Supervisor Specialist Office of Administrative Hearings Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under initial close supervision of the Information Technology (IT) Supervisor II, the IT Technician in the Department of General Services, Enterprise Technology Solutions, within the Client Services domain, provides customer support for hardware and software on multiple technology platforms, including basic problem solving, incident communication, request fulfillment, researching solutions and additional activities for the support of the Department of General Services' (DGS) Offices and Divisions.

- Medical Clearance Background Clearance Typing DMV Pull Notice Drug Testing
- SPECIAL REQUIREMENTS** Vehicle Home Storage Permit Driver's License and Class (specify below in Description) Certificate (specify below in Description)
- Professional License (specify below in Description) Other (specify below in Description)

Telework

The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
35%	Fulfills basic customer's IT service requests such as password reset and unlocking IT accounts by answering phone calls through an Automated Call Distribution (ACD) system in order to deliver the highest level of service support to the customer to ensure customer satisfaction through efficient and professional handling of all service requests and incidents utilizing standard IT processes and procedures.
25%	Performs on-site tasks such as fulfilling requests of IT equipment for newly hired staff, replacement of IT equipment for existing staff, install and setup of printers and other IT related activities in order to support DGS divisions and offices utilizing ServiceNow, Microsoft Applications and other tools to ensure quality and timely delivery of DGS customer technology services.

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PERCENTAGE	DESCRIPTION
20%	Creates, assigns and communicates complex Incident and Request tickets to the correct resource in order to minimize the impact of IT related issues on business operations to ensure IT support is provided to DGS employees as quickly as possible utilizing Microsoft O365 and our Service Now Ticketing system
15%	Responds and performs intake tasks of in-person IT incidents in order to document and assign IT work such as troubleshooting of a computer, network and software/hardware related problems to the proper resource in order to minimize the impact of IT related incidents on business operations, utilizing tools such as Microsoft O365 and our ServiceNow Ticketing system to ensure IT support is provided to DGS employees as quickly as possible.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Keeps abreast of changes in industry practices, technology trends, and emerging technology trends by reviewing current literature, participating in educational programs, attending meetings or workshops, or participating in professional organizations or conferences.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS Travel (Specify the percentage in the travel box below)

Ability to use equipment such as a computer, mouse, and headset continuously throughout the day.
 Ability to respond to telephone calls, emails and in-person requests consistently throughout the day.
 Will be required to report to the office as needed/required.

DESIRABLE QUALIFICATIONS

Patience, clear communication skills, problem solving abilities, willingness to learn. Comp TIA A+, customer service, time management.

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You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED

C & P APPROVED BY	DATE SIGNED