



Duty Statement

Request for Personnel Action (RPA) Number 2526-02405	Effective Date
Classification Title Information Technology Technician	Position Number 564-289-1400-003
Working Title IT Service Desk Phone Technician	Bureau and Section Operations Management Bureau Data Processing Services Section

Our mission is to help taxpayers file timely and accurate tax returns and pay the correct amount to fund services important to Californians. To support this mission, FTB employees strive to develop in CalHR's Core Competencies: Collaboration, Communication, Customer Engagement, Digital Fluency, Diversity and Inclusion, Innovative Mindset, Interpersonal Skills, and Resilience. Core competencies are the knowledge, skills, and behaviors which are foundational to all state employees regardless of classification.

General Statement

Under the close supervision of the IT Supervisor II the IT Service Desk Phone Technician will work on a variety of recurring well defined tasks that require occasional problem solving, provides the analytical and technical assistance as first line contact for IT related incident diagnostics and incident resolution within the IT Service Support Section. This is the entry level position for the ITSD, the ITSD Phone Technician will be training under the guidance of the unit SMEs and more experienced technical staff regarding proper use of CTI Desktop Application, FreshService, and FreshService Knowledge Base applications. The ITSD Phone Technician will also be trained to assist with client education and client support. The ITSD Phone Technician is responsible for ensuring complete analysis and documentation for each contact using the FreshService application. All duties are performed within the framework of the Department's mission and values, and in accordance with the Department's Policies and General Procedures. The position provides services which encompass the Client Services domain.

Essential Functions

Percentage	Description
40%	<p>Provide first level technical assistance to FTB's enterprise IT users: Respond to customer inquiries via phone (ITSD Interactive Voice Response), email (ITSD and Enterprise Data to Revenue (EDR) mailbox) and live chat. Use FreshService to track incidents reported to the ITSD. Maintain quality and productivity standards as established by the ITSD Supervisor and the Quality Assurance & Training (QAT) team.</p> <p>Search FreshService knowledge base for documented solutions to routine IT incidents. Diagnose and resolve routine PC and IT related incidents involving hardware, software, password administration and network connectivity. Use remote connectivity tools such as Remote Desktop to troubleshoot defective PC hardware, software and applications. Apply fixes to software products such as Microsoft Windows, Microsoft Office and other department approved software applications. Perform password administration in Active Directory, Entrust Identify Guard, Mainframe, and other internal secure applications.</p> <p>Provide training and instruction to department staff in the use of mainframe, personal computer and office system products, and operation of various software programs and hardware usage.</p> <p>Assist staff in the preparation and set up of personal computers as well as assisting in the training of customers regarding the basic use and functions of department issued desktop, laptops, printers, multifunction copy machines and other peripheral devices.</p>
40%	<p>Diagnose and resolve computer and IT related incidents involving hardware, software, and network connectivity as escalated by the ITSD: Triage and document troubleshooting steps using FreshService incident tickets and following procedures and processes, ensuring FreshService tickets are thoroughly documented according to unit procedures.</p>



Duty Statement

Percentage	Description
	Provide analytical and technical assistance for IT related incidents diagnostics and incident resolution, by troubleshooting and replacing defective PC hardware and peripherals, applying fixes to desktop operating systems, and software applications. Provide excellent customer service and technical assistance to FTB users, by communicating with users and the ITSD analysts keeping them informed of the incident progress and resolution. Provide premium technical support on a priority basis to FTB Executive Management team members as the primary contact, documenting solutions to routing problems in the FreshService knowledge base for use by the ITSD. Assist with rover projects and new hire classes. Provide training and mentoring new ITSD staff
15%	Assist with request fulfillment: Coordinate warranty service and repair requests (printer, copier and IT equipment) with FTB approved vendor, and assist with Toner replacement for printers and copiers. Ensure Knowledge base for this workload is updated and train student assistants to perform these duties. Represent the ITSD on departmental projects. Keep up to date with IT technology trends and best practices. Provide input and feedback on ITSD procedures, processes and standards. May be assigned other duties and participate on special projects as needed.

Marginal Functions

Percentage	Description
5%	Assist the Workstation Support Unit: Process requests for the deployment, installation, relocation, and removal of desktop and mobile computing hardware, software, and related assets for the Enterprise as assigned by the Workstation Support Lead. Work as a team during deployments by scheduling, imaging, installing and troubleshooting of new hardware equipment following procedures and processes, maintaining physical inventory information necessary to track the location of all IT equipment using an inventory scanning device and FreshService. Maintain software compliance utilizing a Computer Software Report (CSR), Software Allocation Manager (SAM), Computer to Computer Allocation (CAM), User Allocation Manager (UAM), CA IT Client Manager (WAC), SNOW tools. Transfer user data using the user migration tool (USMIT)

Signature Authorization

If I choose to sign this form electronically, I agree that my electronic signature is a legally binding equivalent to my handwritten signature on a paper form.

Employee: I confirm that I have read and understand the described duties and functions of this position.

VACANT

Name (Print)	Signature	Date
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Supervisor: I certify that the above information accurately represents the described duties and functions of this position.

Nguyen, Brittany@FTB

Name (Print)	Signature	Date
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