

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

INFORMATION TECHNOLOGY ASSOCIATE

POSITION NUMBER:

761-1401-910

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

ISD / OPERATIONS BRANCH

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

CUSTOMER SUPPORT, Service Desk

SUPERVISOR'S NAME:

VACANT

SUPERVISOR'S CLASS:

INFORMATION TECHNOLOGY SUPERVISOR II

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*
Fingerprint clearance required.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

N/A

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

N/A

MISSION OF ORGANIZATIONAL UNIT:

The Information System Division's (ISD) mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by California Department of Social Services (CDSS) business units.

ISD accomplishes this by:

- Effectively managing information systems and equipment;
- Planning, communicating and implementing responsible information technology policies and solutions; and,
- Sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

Under the general supervision of the Information Technology Supervisor (ITS) II, the Information Technology Associate (ITA) is responsible for providing immediate support to users utilizing California Department of Social Services (CDSS) Information Technology (IT) equipment. The ITA serves as a "Single Point of Contact" Service Desk support analyst for all users including hardware and software support, and to provide advice, consultation, and analytical problem solving assistance in complex end user computing. The main duties of this position lie within the Client Services domain.

A. RESPONSIBILITIES OF POSITION:

45% - The ITA will provide a single point of contact for customer service and support for users on all IT equipment including hardware and software. The ITA is responsible for receiving and logging calls, documenting all work activity in the Information Technology Service Management (ITSM) system, and escalating incidents as appropriate to other support groups. Provide remote support and assistance to CDSS users on various software applications, but not limited to: Microsoft Windows, Microsoft Office Suite and Office 365, Adobe Products, Citrix Products, Agency/Department Business Applications, Active Directory (AD), Email and Security groups, System Center Configuration Manager (SCCM), Active Sync, Mobile Device Management (MDM), and departmental approved applications residing on all departmental owned mobile devices. The ITA will provide hardware support for devices including, but not limited to: Desktop/Laptop PC's, printers, telephones, mobile devices, fax machines, video conferencing equipment, and other hardware devices. Create troubleshooting/resolution/training documentation. Identify and categorize all IT service requests and incidents.

30% - Work directly with ISD's customers to rectify and troubleshoot IT issues. Act as the liaison between users and other IT support staff to resolve difficult and complex problems that may be encountered with the network, infrastructure, software, hardware, or other IT related areas. Research, compile, analyze, and evaluate data to continuously improve the Service Desk operation. Develop and send email notifications related to incidents, problem/change management, service request or other IT related activities. Assist with computer refresh and deployment.

20% - Communicate with other governmental agencies, contractors and vendors as needed to assist in problem resolutions. Participate in facilitating the Daily Stand-Up and Change Advisory Board meetings.

5% - Study, learn, and implement future technology changes and best practices as the Department IT infrastructure

B. SUPERVISION RECEIVED:

The ITA receives general supervision from the ITS II who will ensure staff is sufficiently aware of the Bureau, Branch, Division, and Departmental goals and policies to support them through project activities and management actions.

C. ADMINISTRATIVE RESPONSIBILITY:

The ITA is responsible for IT technical and services support, procurements, and deployments, including the maintenance of effective policies and procedures. The incumbent assists with IT related call tracking, forms, and reporting.

D. PERSONAL CONTACTS:

The ITA has routine contact with government and private sector employees including Executive staff, management, staff, consultants, technical support staff, and vendors.

E. ACTIONS AND CONSEQUENCES:

The incumbent must exercise good judgment in providing assistance, consultation, and communication to all levels of staff, and follows established IT policies and procedures to ensure standardization and continuity of service delivery. The Department services the citizens of California by providing social services. High quality, appropriate deployments and use of the IT infrastructure is crucial to servicing the needs of California citizens. Failure to provide timely and appropriate IT support to staff may result in the failure of CDSS staff to administer mandated social services programs, non-productivity, and frustration.

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. This position is subject to fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

The incumbent must possess strong customer service skills and be able to work in a team environment, as well as independently. The incumbent must also possess comprehensive knowledge of how IT and telecom equipment works, operating systems and application software. The successful candidate will also possess strong analytical skills, and excellent interpersonal and communication skills. The job requires some travel to other regional offices within California. The incumbent must be able to routinely lift and carry equipment which can weigh up to 35 lbs. The incumbent must undergo a fingerprinting and background process to obtain state and federal clearance, and must maintain confidentiality on all information gained during their employment with the Department.