

**DUTY STATEMENT**

DFW 242A (REV. 07/18/22)

**Department Statement:**

*California is one of the most biodiverse places on the planet. As such, the Department of Fish and Wildlife (CDFW) values diverse employees working together to protect nature for all Californians. CDFW is committed to fostering an inclusive work environment where all backgrounds, cultures, and personal experiences can thrive and connect others to our critical mission.*

<b>INSTRUCTIONS:</b> A duty statement and organizational chart must be submitted with each Request for Personnel Action, Form 242	EFFECTIVE DATE
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DFW DIVISION/BRANCH/REGION/OFFICE Data and Technology Division (DTD)	POSITION NUMBER (Agency-Unit-Class-Serial) 565-028-1401-905
UNIT NAME AND LOCATION IT Field Support Unit / West Sacramento	CLASS TITLE Information Technology Associate
INCUMBENT	CURRENT POSITION NUMBER (Agency-Unit-Class-Serial) 565-018-1401-905

**BRIEFLY DESCRIBE THE POSITION'S ORGANIZATION SETTING AND MAJOR FUNCTIONS**  
Under general supervision of Information Technology Supervisor II, the Information Technology Associate performs a variety of recurring, well-defined tasks requiring occasional innovative problem-solving within guidelines. The incumbent will act as the primary contact for West Sacramento to resolve local information technology (IT) issues and for Headquarters to administrate and support technologies related to conference room meetings. The incumbent must adhere to all Department IT Governance Standards and IT Policies as set by the Department's Chief Information Officer. Duties include, primarily from the "Client Services" domain, the following essential functions:

<b>PERCENTAGE OF TIME PERFORMING DUTIES</b>	<b>INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST. (USE THE REVERSE SIDE IF NECESSARY.)</b>
35%	<p><b><u>ESSENTIAL FUNCTIONS:</u></b></p> <p><b><u>Desktop Support</u></b> Provide first and second-level IT support and assistance to resolution of a variety of customer computer problems for both hardware and approved software via the telephone, in person and/or other remote assistance technologies</p> <p>This may include the installation and maintenance of all local IT-related equipment and software. Proper analysis of the type of issue must be clearly identified, pose questions, and perform diagnostics for accurate resolution or escalation to the appropriate technician or unit. Repair computers and peripherals whenever possible; recover local data and maintain data integrity and backups.</p> <p>Follow up with the customer to ensure satisfactory completion of the request. If needed, advise management as to the cause of the problem and recommend remedies.</p> <p>Coordinate with West Sacramento's Information Technology Specialist I on site lead to be updated on current issues, pending tasks and receiving direction for assistance on IT related issues at the West Sacramento offices.</p> <p>Create tickets for all incidents and requests either requiring escalation or if substantial amount of time was put into the issue. Respond to assigned Incident and Request tickets from Data and Technology Division's (DTD) Ticketing system. Upon completion of assigned Incident and Request tickets, document the steps used in resolving the issue in the ticket before closing it. Complete all Incident, Request tickets and tasks on time.</p> <p>Make valid decisions that cover a wide variety of Information technologies. Collaborate with student assistants to resolve complex problems when appropriate.</p>

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<p>25%</p>	<p>Coordinate staff training on all local applications, systems, and information security.</p> <p>Coordinate with the Office Move Coordinator to obtain all necessary information related to IT equipment for moves. During an office or staff move, pack, unpack and set up all computer equipment back to the original state.</p> <p>The incumbent must demonstrate the following: Respect for coworkers and managers by being courteous, considerate, and professional; openness and trust by being straightforward, listening respectfully, sharing information, and being receptive to new ideas; and accountability by taking responsibility for one's own actions/inactions and the subsequent outcomes.</p> <p>Work with management to make recommendations for process improvement and improved customer experience.</p> <p><b>IT Teleconferencing Support</b>                      Responsible for providing support for the Department's video and teleconferencing solutions, encompassing platforms such as Teams, Zoom, and other conference systems, as well as associated hardware like conferencing hubs, video, and audio equipment.</p> <p>Provide technical guidance and support to end users and assists department customers with pre-meeting setup and scheduling events, offering practice sessions, training (includes meeting setup, starting a meeting, recording, document sharing and common audio issues), including dry runs of meetings, event monitoring and support to ensure successful events. Maintain comprehensive configuration documentation for all deployed services, crafting user guides for end-users and technical staff as required.</p> <p>Provide guidance to customers on managing visual aspects such as camera angles, lighting, and projection settings to optimize visibility for remote participants, incorporating best practices into the consultation process.</p> <p>Ensure the stability of network connectivity to facilitate smooth data transmission during conferences. Collaborates with venue support to verify and secure necessary bandwidth availability.</p> <p>Provide and manage Teams recording rights and as needed, implements recording equipment and software as needed to capture conference proceedings for archival or distribution purposes, ensuring meticulous backup procedures to safeguard against data loss.</p> <p>Conduct post-event evaluations to identify areas for improvement and make recommendations for future conferences with both the customer and internal team.</p> <p>Identifies relevant trends and emerging technologies impacting video and teleconferencing solutions' sustainability and security, supporting current technologies while offering insights to enhance service delivery.</p> <p>Ensure the conference room end points have all the necessary equipment configured to integrate with conferencing technologies.</p> <p>Provide solutions to technical issues related to video conferencing systems as well as all escalated related technology issues and questions.</p> <p>Collaborate with internal teams to ensure optimal performance of video conferencing systems.</p> <p>Monitor and analyze system performance data to identify areas of improvement and make recommendations on system upgrades, software installations, and other improvements.</p>

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25%	<p>Maintain a current understanding of industry trends and best practices in the video conferencing space, with online research.</p> <p><b><u>Hardware Deployment</u></b>                      Schedule and deploy computer hardware for each customer as part of the annual hardware refresh and for customers outside the annual cycle.</p> <p>Manage all hardware deployments, track and input the inventory data into the asset management system.</p>
10%	<p><b><u>Other Support</u></b>                      Provide support for other devices which may consist of iPhones, tablets, printers, and scanners and assistance for the Network and Server Team</p> <p>Receive purchased IT equipment from vendor and validate that received assets are accurate with what was purchased, following appropriate process for inventory tracking of designated IT Assets.</p>
5%	<p><b><u>NON-ESSENTIAL FUNCTIONS:</u></b></p> <p><b><u>Administrative Support</u></b>                      Perform administrative tasks, attend career development and training programs, seminars as appropriate to contribute to the achievement of Data and Technology’s goals and objectives.</p> <p><b>WORKING CONDITIONS:</b> Ability to use a computer keyboard several hours a day, as well as being on the phone. Operate various IT equipment daily and occasionally move equipment either solely (50 lbs. max.) or with another person (100 lbs. max.). This may include new shipments of printers, network equipment boxes of miscellaneous IT equipment and during office moves. Involves sitting some of the time but may involve walking to other CDFW facilities or standing for brief periods. Travel may be required for up to 10% of the time. Sitting and driving in a vehicle for a long period of time. Attend meetings, in other regions, in Sacramento or via conference call. A flexible schedule is required to install upgrades, perform system maintenance, resolve issues and for travel.</p>

**SUPERVISOR’S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.**

<b>PRINT SUPERVISOR’S NAME</b>	<b>SUPERVISOR’S SIGNATURE</b>	<b>DATE</b>
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**EMPLOYEE’S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT. I HAVE READ AND UNDERSTAND THE DUTIES AND ESSENTIAL FUNCTIONS OF THE POSITION AND CAN PERFORM THESE DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION.**

<b>PRINT EMPLOYEE’S NAME</b>	<b>EMPLOYEE’S SIGNATURE</b>	<b>DATE</b>
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