

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Technician	Working Title Division Support Technician
Name of Incumbent N/A	Position Number 280-353-1400-XXX
Section/Unit Division Chief's Office	Supervisor's Name <i>Click here to enter text.</i>
Division Infrastructure Services Division	Supervisor's Classification Division Chief/C.E.A. B
Branch Information Technology Branch	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction
Revision Date: 11/1/2024	

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|--|--|
| <input type="checkbox"/> Conflict of Interest Filing (Form 700) Required | <input type="checkbox"/> Call Center/Counter Environment |
| <input type="checkbox"/> May be Required to Work in Multiple Locations | <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check |
| <input type="checkbox"/> Requires DMV Pull Notice | <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) |
| <input type="checkbox"/> Travel May be Required | <input type="checkbox"/> Other (<i>specify below in Description</i>) |

Description of Position Requirements (*e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.*)

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions)
Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

- | | | |
|--|--|---|
| <input checked="" type="checkbox"/> Business Technology Management | <input type="checkbox"/> IT Project Management | <input type="checkbox"/> Client Services |
| <input type="checkbox"/> Information Security Engineering | <input type="checkbox"/> Software Engineering | <input type="checkbox"/> System Engineering |

Under initial close supervision of the Infrastructure Services Division (ISD) Chief, the Division Support Technician performs a variety of tasks including assisting with defined elements of Information Technology (IT) projects, contributing towards segments of research, assisting with portions of legislative analyses, helping with aspects of costing estimates and certain parts of project coordination, supporting business process improvement initiatives, submitting service requests for division staff equipment, software, and account needs, ensuring the division asset inventory is kept updated, and supporting general division administrative needs.

The incumbent will work closely with staff and customers from other Information Technology Branch (ITB) divisions and other Employment Development Department (EDD) divisions and branches, to support the tasks and general ITB administrative projects assigned. The incumbent will work closely with service providers from other ITB divisions to ensure that requests for ISD are processed timely.

The Division Support Technician must possess technical, analytical, communication, and interpersonal skills appropriate to the IT Technician level. The incumbent must be detail-oriented with excellent follow-up abilities. The incumbent will be expected to develop knowledge of data processing concepts and current industry trends, and develop the ability to apply that knowledge to supporting evaluation of business processes on critical IT efforts. They must demonstrate tact and good judgment, and be able to communicate effectively in order to develop and maintain effective and cooperative working relationships. The incumbent must be able to adapt easily to changing priorities and maintain consistent, predictable attendance in the performance of these specific functions.

The incumbent contributes toward the growth of the ITB into a customer-focused, service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of these principles.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage of Duties	Essential Functions
30%	Contributes, at a level appropriate to the IT Technician, towards ISD business and technology-based procedures and practices and periodically assists in the evaluation of these. Supports ISD staff equipment, software, and account needs by submitting service requests and coordinating between service providers, staff, and management from request submission through fulfillment. Provides post-fulfillment support including following up with staff to ensure services have been provided and reopening requests as needed.
30%	Assists in the maintenance of the ISD's IT project portfolio lists and supports the Project Approval Life (PAL) cycle, and assists with quality assurance services for technical documentation. Ensures that ISD's IT asset inventory is kept updated by regularly working with Division management and staff on equipment and software updates. Works closely with the Technology Governance Division to ensure that ISD software and account needs are accurately reflected when it comes to budgeting. Supports and facilitates ISD's annual inventory audit and premeditation activities.
25%	Provides technical assistance and support appropriate to the IT Technician level. Assists in resolving customer problems and elevates more complex issues. Contributes in the preparation of analyses, recommendations and reporting, as appropriate. Supports the ISD Chief with certain administrative matters, as needed.
10%	Supports the ISD Chief by facilitating calendar events and meetings, contributes towards the creation of presentation materials, ensuring they are reviewed and ready for distribution, and by providing similar support to other division management.

Percentage of Duties	Marginal Functions
5%	Performs other duties as appropriate for this position/classification.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

- Standing: Repetitive (26-33%) Sitting: Intermittent (34-50%)
- Walking: Repetitive (26-33%) Temperature: Temperature Controlled Office Environment
- Lighting: Artificial Lighting Pushing/Pulling: 1-25% of the time
- Lifting: 1-25% of the time Bending/Stooping: 1-25%
- Other:
- Type of Environment: a. Cubicle b. Select c. Select d. Select
- Interaction with Public: a. Required to assist customers on the phone and in person. b. Select c. Select.

5. SUPERVISION

Supervision Exercised *(e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)*
 None

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name (Print)

Employee's Signature

Date

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.

Supervisor's Name (Print)

Supervisor's Signature

Date

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

Duties meet class specification and allocation guidelines.

PMG Analyst initials

Date approved

FNB

6/19/2026

Reasonable Accommodation Unit use ONLY (completed after appointment, if needed)

* If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:

**** AFTER SIGNATURES ARE OBTAINED:**

- SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)
- FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE
- PROVIDE A COPY TO THE EMPLOYEE