



DUTY STATEMENT

EMPLOYEE Vacant		RPA # / JOB CONTROL # 26-102 / JC-522616	
POSITION NUMBER 040-410-1401-006	CLASSIFICATION Information Technology Associate	WORKING TITLE Client Services Specialist	
DIVISION Information Technology Division	SECTION/UNIT Enterprise Services / Service Desk	CBID R01	WWG 2
WORK DAYS Monday - Friday	WORK HOURS 8AM – 5PM	TENURE Permanent	TIME BASE Full-time

CONFLICT OF INTEREST CLASSIFICATION

This position is designated under the Conflict of Interest Code and is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

Conflict of Interest Classification? Yes No

DEPARTMENT OVERVIEW

The California Victim Compensation Board (CaIVCB) is a state program dedicated to provide financial assistance to victims of crime and help them restore their lives. At CaIVCB, we work to reduce the impact of crime on victims' lives. We reimburse crime-related expenses, connect victims with services and support, and do all we can to inform and empower victims.

Our Mission: CaIVCB is a trusted partner in providing restorative financial assistance to victims of crime.

Our Vision: CaIVCB helps victims of crime restore their lives.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the duties of this position and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Office of Civil Rights).

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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SUPERVISOR ACKNOWLEDGEMENT

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

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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RPA 26-102**GENERAL STATEMENT**

Under general supervision of the Information Technology Supervisor II, the Information Technology Associate will serve as a technical specialist for Service Desk and Desktop support, handling routine support needs. This position will primarily function within the Client Services domain.

**PERCENTAGE
OF TIME
SPENT****DUTIES****%****ESSENTIAL JOB FUNCTIONS**

40%

The performance of duties will be accomplished in accordance with CalVCB policies and in compliance with the established rules and standards governing the program.

Client Assistance Activities

- Coordinate with staff on the Service Desk and other ITD teams to provide triage assistance and problem identification for questions related to production application systems and desktop workstation technologies.
- Resolve incidents or problems efficiently, recognizing customer's technical competence level and adapting the approach accordingly.
- Perform analysis on complex hardware and software problems prior to distributing to third level technical support.
- Follow up with users on the status of their service tickets and provide regular feedback to system users about system availability or problems.
- Enters, updates and tracks all customer phone calls and emails ensuring that tickets are appropriately routed for distribution.
- Prepares ITD related email notices for distribution to internal and external customers.
- Installs hardware and software in the IT environment as necessary to ensure the efficient functioning of the user.
- Maintains asset inventory through setup, installation, support, and surplus.

35%

Analysis Activities

- Leads the identification of desktop standards and recommends procurements of computing equipment by researching and reporting on emerging technologies and trends on an ongoing and as-needed basis.
- Initiates changes to Service Desk processes by researching, tracking, and advising management of industry standards and best practices.
- Acts as a project lead for complex analytical studies involving cross-functional teams.
- Participates as a Service Desk Representative on a variety of projects and teams.
- Prepares IT-related documentation in a variety of different formats, such as flowcharts, diagrams, and narrative descriptions.
- Research problems to provide effective solutions, and make recommendations for process improvements.

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20%	<p>Cross-functional Activities</p> <ul style="list-style-type: none"> • Responsible for planning, executing, and tracking IT procurements for hardware and software. • Invest in personal development through ongoing continuous research and education to maintain position-related knowledge in the information technology field with emphasis on cross-training and knowledge transfer within CalVCB IT. • Facilitate cross work and cross training with other IT sections and personnel as required.
%	<u>MARGINAL JOB FUNCTIONS</u>
5%	Performs other job-related duties as required.

DESIRABLE QUALIFICATIONS

- Ability to demonstrate analytical competence.
- Ability to act as a lead, peer, and subordinate as required.
- Excellent written and oral communication skills.
- Ability to develop and maintain excellent customer service.
- Provide backup and support to other IT Support staff and perform other duties as assigned.
- Knowledgeable with current and previous OS versions
- Cherwell Service Management or similar ticket tracking solutions
- Microsoft Endpoint Manager
- Microsoft 365 Admin
- PowerShell Skills
- Some state travel may be required.

PERSONAL CHARACTERISTICS AND EXPECTATIONS

- Demonstrated ability to act independently and as a member of a team with open-mindedness, flexibility, and tact.
- Ability to effectively handle stress and deadlines in a fast-paced work environment.
- Ability to problem-solve and use critical and creative thinking to effectively perform work.
- Display good interaction skills and the ability to deal professionally, congenially, and in a personable manner with the public, other governmental entities, and staff at all levels.
- Communicate successfully in a diverse community as well as with individuals from varied

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backgrounds.

- Understand, follow, and enforce all safety rules and procedures.
- Be supportive of management and coworkers.
- Maintain the confidence and cooperation of others.
- Ensure deadlines are met.
- Manage multiple & changing priorities.
- Maintain acceptable, consistent, and regular attendance.
- Develop and maintain knowledge and skill related to the job.
- Complete assignments in a timely and efficient manner.

PHYSICAL ABILITIES

- Typical work requires prolonged sitting using a computer and telephone.
- Common eye, hand, and finger dexterity is required for most essential functions.
- Grasping and making repetitive hand movements in the performance of daily duties.
- Some carrying/moving of objects up to thirty pounds.