

Classification Information Technology Technician – Limited Term	Position Number 814-300-1400-986	Location Sacramento (Headquarters)
Division/Branch Office of Technology Services/ Information Technology Branch	Supervisor’s Classification Information Technology Supervisor II	Collective Bargaining Identification Designation (CBID) R01
Conflict of Interest Disclosure: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Incumbent (If filled) VACANT	

Job requires driving automobile: In this position, the incumbent may, as needed, drive a state vehicle for work purposes. (Employee must complete DPR-034, Request for Driver Record Information).

SUPERVISORY RESPONSIBILITIES (Check One) Managerial Supervisory Lead Person None

Direct Supervision Exercised:		Indirect Supervision Exercised:	
No. of Employees	Classification Title	No. of Employees	Classification Title

I have read and discussed these duties with my supervisor.

Employee Signature	Date
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I certify that the DPR-217 accurately represents the duties and responsibilities of the position.

Supervisor Signature	Date
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Description of Duties (*Attach additional sheets, if necessary, and identify position information*)

Summarize the regularly assigned duties of the position by percentage in descending order. Do not combine distinct activities into a single percentage. Descriptive information should reflect variety and complexity of duties through: supervision exercised and/or received; responsibility for decision making and consequence of error; analytical requirements; special knowledge; skills or abilities required; level, type and frequency of public contact; and unusual working conditions (i.e., field work, bilingual services, etc.); and physical requirements (physical demands, environmental demands).

Percent of Time	Activity
40%	<p>Under the close supervision of the Information Technology Supervisor II, the Information Technology Technician performs the full range of tasks in connection with the support, maintenance, development, implementation, and compliance of accessibility standards for web-based systems such as WordPress and SharePoint, using current State accessibility requirements, standard software tools, style guidelines, policies, and procedures as determined by DPR and the State of California. The incumbent will work independently to implement and maintain the different aspects of web operations while meeting and adhering to State and department accessibility standards and compliance. The incumbent will also collaborate with technical and nontechnical staff and develop appropriate documentation to support the Department's business needs.</p> <p>This position supports the following IT domains: Software Engineering, Business Technology Management.</p> <p><u>ESSENTIAL FUNCTIONS:</u> Applies web accessibility standards and compliance throughout the department including, but not limited to, staying informed on latest State and Federal standards; adheres to new accessibility standards and best practices; reviews and remediates digital content to meet accessibility requirements; keeps program branch staff informed of new web policies and posting procedures through trainings and user guides; and reviews web postings and digital content for compliance with State policy and departmental web guidelines using site and code validation tools and assistive technologies.</p>
35%	<p>Provides assistance, reviews, feedback, and guidance to program staff on document accessibility and remediation. Attends meetings with staff to resolve accessibility issues, assists with staff work, provides timely feedback and solutions to accessibility issues, and ensures all digital content meets accessibility standards and requirements.</p>
10%	<p>Performs monitoring, maintenance, administration, and support of Departmental Intranet and Extranet websites; provides direct support of the web-based needs of the Department, including content updates, document conversions and creation; responds to technical questions; and, under close supervision, solves a wide array of web-based problems and reports problems and solutions to the Information Technology Supervisor II. Tools and platforms used to support departmental sites may include, but are not limited to WordPress, Microsoft SharePoint, Photoshop, Illustrator, and Acrobat.</p>
10%	<p>Contributes to and maintains documentation including tracking, user guides, and schedules; works collaboratively with program and IT staff including members from the Executive Team, Web and Accessibility Support Unit, Network and Systems Administration Unit, and Application Development Unit through a peer review process for suggestions and improvements to documentation and procedures; and collaborates regularly with program staff on various accessibility-based projects and initiatives. Researches and tests new and existing SaaS and PaaS accessibility solutions as requested to meet changing business requirements.</p>

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Percent of Time	Activity
5%	<p><u>MARGINAL FUNCTIONS:</u> Performs other duties as assigned within the scope of the classification.</p> <p><u>WORKING CONDITIONS:</u> Performance of these duties requires the use of computers, infrastructure hardware, networks, databases, electronic mail (both internal and external), voicemail, and the Internet.</p> <p>May occasionally work evening or weekend hours in response to system outages/recovery, maintenance, or upgrade activities.</p> <p>Occasional statewide travel on short notice may be required to support regional office locations. Travel may require overnight stays, driving, and flying.</p> <p>Performance of the duties indicated for this position occasionally require the ability to lift and transport equipment up to 25lbs.</p> <p><u>CRITICAL JOB COMPETENCIES:</u> Political Acumen: Identify the internal and external politics that impact the work of the organization; consider a broad range of internal and external factors (big picture) when solving problems and making decisions; in taking action, demonstrate an understanding and consideration of how it will impact stakeholders and affected areas in the organization.</p> <p>Communication: Facilitate open exchange of ideas and opinions; actively listen; effectively use email to communicate with customers and co-workers; make clear and convincing oral presentations to individuals or groups; inform, persuade, build consensus; select and use appropriate communication approach.</p> <p>Self-Motivation: Demonstrate a bias toward optimism and maintain sense of humor; view mistakes as opportunities for growth/positive learning experiences.</p> <p>Flexibility/Adaptability: Readily integrate changes midstream into work processes and outputs; demonstrate openness to new organizational structures, procedures, and technology; shift gears comfortably.</p> <p>Teamwork: Facilitate and maintain cooperative working relationships; work toward accomplishment of group goals; value and encourage the input and expertise of others; foster commitment, team spirit, pride, and trust.</p> <p>Technical Credibility: Understand and appropriately apply procedures, requirements, policies, and technology; possess up-to-date knowledge in the profession, and access other expert resources when appropriate.</p>

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Percent of Time	Activity
	<p>Customer Service Orientation: Maintain cordial, effective professional working relationships with all those contacted during the course of work; readily adjust priorities in response to changing client needs; balance the interests of a variety of clients; put in place systems and processes to ensure clients receive high quality information, that their feedback is acted upon, and that their complaints are handled effectively. Develop trust and credibility with the client.</p>