

DUTY STATEMENT
DSH3002 (Rev. 11/2022)



California Department of
State Hospitals

Box reserved for Personnel Section

	RPA #	C&P Analyst Approval	Date
Employee Name	Division Technology Services Division		
Position No / Agency-Unit-Class-Serial 461-134-1401-010	Unit Enterprise Infrastructure Services Section/Help Desk		
Class Title Information Technology Associate Working Title: Desktop Support	Location DSH-Patton		
Subject to Conflict of Interest ☐ Yes ☒ No	CBID R01	Work Week Group: 2	Pay Differential
Other			
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions Under general supervision of the Information Technology Supervisor I, the Information Technology Associate performs a variety of recurring, well-defined tasks requiring occasional innovative problem solving with guidelines for the Department of State Hospitals (DSH). The primary duties of the IT Associate lie within the Client Services domain of the IT Associate classification . This includes elements such as the full lifecycle of end-user device solutions including evaluation, configuration, provisioning, training, security, tracking, and support for an end-user computing environment.			
% of time performing duties	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; percentage must total 100%. (Use additional sheet if necessary).		
40%	Serves as first point-of-contact for customers seeking technical assistance over the phone or email; performs remote troubleshooting through diagnostic techniques; walks customers through the problem-solving process; establishes end-user connectivity, which includes, but is not limited to, point-to-point or multi-point connectivity. Replaces customer defective Personal Duress Alarm System tags. Resolves issues and manage access to DSH systems i.e., Directory Services, Admissions, Discharge, Transfer System, Behavioral Health System, Electronic Health System, Staff Scheduling System, Access control, collaboration tools, forms, etc. Creates and manages client services ticket for support and/or escalation.		
30%	Installs and configures new or replacement computer equipment. Installs and configures system and application software. Updates computers with new software images as they become available or as needed to mitigate problems. Follows required documentation as it relates to inventory, license tracking and equipment placement and returns. Performs computer troubleshooting on both hardware and software issues. Updates ticketing system to reflect support and next steps that were provided. Performs administrative tasks for each system such as monitoring automated processes, issues or problems; reports hospital-wide issues to Sacramento for troubleshooting or remediation.		

10%	Receives, tags, tracks, audits, and manages information technology (IT) assets and documentation as equipment is received, deployed or disposed of. Inputs all asset inventory activities in enterprise-wide inventory database.
10%	Facilitates, sets-up and dismantles electronic equipment, software and public-address systems for hospital presentations and conferences. Installs, manages, distributes, researches, and troubleshoots VoIP desk phones, cell phones, radios, smart phones, teleconferencing services, and pager distribution. Develops training materials and trains users on how to efficiently use telecom hardware and software.
10%	Participates in special projects with peers and attends meetings with management. Communicates weekly with high-level management to provide up-to-date status reports on tasks and projects utilizing emails, meetings and written status reports, in accordance with office procedures. Performs other Information Technology Associate work-related assignments, as requested by management.
Working Conditions	This position reports to the Patton State Hospital in San Bernardino County. A hybrid Telework schedule, consistent with the State of California's in-office requirement, may be considered with prior approval from management. The incumbent may also be required to travel throughout California as needed, with prior notice. Independence of action and the ability to manage time and multiple priorities is required. Use of technology, including but not limited to Microsoft Office, Microsoft Teams, WebEx, Zoom, and other virtual platforms is required. Incumbent may be required to sit for long periods of time using a keyboard and video display terminal or when traveling to other locations; travel may be required to DSH facilities. This position requires clearances of Live Scan and Medical Evaluation prior to being hired.
Other Information	Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers. Incumbent must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or

difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The incumbent must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and control agencies and other departments.

Technology Services Division (TSD) plays a significant role in ensuring continuity and quality of DSH's and its hospitals and psychiatric programs delivery of services and patient care through the delivery of highly effective IT service delivery systems. Consequence of error may result in minor to major IT service unavailability or ineffectiveness, causing direct impacts to the delivery of care to DSH patients. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job duties.

Essential duties require the ability to walk, stand, sit, carry, push, pull, bend, reach above the shoulder, reach below the shoulder, work in tight spaces, crouch, crawl under or around furniture and network equipment, keyboarding, fine hand movements, gripping, grasping, lifting and exerting 20-50 pounds of force occasionally and/or up to 15-25 pounds frequently.

I have read and understand the duties listed above and I certify that I can perform these duties and the essential functions of this position with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Employee's Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor's Signature

Date