

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



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 461-131-401-002	Unit Client Services Section		
Class Title Information Technology Associate (working title: Desktop Support)	Location DSH-Napa		
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%	Responds to and triages IT service requests via phone, email, and in person communication. Guides users through problem-solving steps. Provides first-level support for desktop systems, laptops, mobile devices, and peripherals. Documents and tracks issues in ServiceNow. Troubleshoots Microsoft O365 applications (e.g., Outlook, Teams, Word, Excel). Resolves or escalates issues related to network connectivity, printing, and hardware functionality.		
20%	Provides front-line support for users of the Electronic Health Record system (e.g., access issues, navigation, peripheral integration). Provides technical assistance for IT-enabled medical devices such as digital vital sign monitors, ECG interfaces, imaging systems, mobile devices and workstations. Provides basic troubleshooting and support for staff safety systems and related components.		
20%	Resets passwords and unlocks user accounts using Active Directory and ServiceNow workflows. Provisions user access to EHR, O365, and shared folders following standard operating procedures. Ensures secure handling of sensitive credentials and access rights.		
20%	Assists users with basic training on software tools and IT best practices. Communicates effectively with clinical and administrative users. Maintains knowledge base articles and contributes to user documentation. Performs other duties as assigned to support help desk and field operations.		

Working Conditions	This position reports to the Napa State Hospital in Napa 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.
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. 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. Additionally, the TSD team will have access to and responsibility for the protection of very sensitive and confidential information and protected health information. The 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.

