



Classification: Information Technology Associate
Position Number: 880-280-1402-016

DUTY STATEMENT

☐ CURRENT ☒ PROPOSED

RPA Number: 26-280-XXX	Classification Title: Information Technology Specialist I	Position Number: 880-280-1402-016
Incumbent Name: VACANT	Working Title: Information Technology Specialist I	Effective Date: TBD
Tenure: Permanent	Time Base: Full-Time	CBID: R01
Division/Office: Division of Information Technology (DIT)		Section/Unit: Remote Services – Central IT Services
Supervisor's Name: Toni Richey		Supervisor's Classification: Information Technology Supervisor II

Human Resources Use Only:	
HR Analyst Approval: <i>Rebecca Ramirez</i>	Date:

General Statement
Under the direction of the Information Technology Supervisor II (IT Sup II) and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.



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Position Description

The Information Technology Specialist I provides customer service and technical support for Central IT Services, following established procedures in Business Technology Management, Client Services, and System Engineering. Duties include installing and repairing hardware and peripherals; managing user accounts and inventory; resolving incidents; ensuring compliance with security policies; deploying and maintaining desktop products; configuring software; supporting network and server hardware; monitoring systems; and troubleshooting issues.

This role delivers timely Information Technology (IT) services to the Central Valley, Central Coast, and Lahontan Regional Water Quality Control Boards, including configuration and maintenance of workstations, printers, laptops, and other assigned technology. Staff based in the Central Valley Regional Board office primarily assist offices in Rancho Cordova, Fresno, Redding, South Lake Tahoe, and San Luis Obispo, but may support other regional offices as needed. The incumbent may be required to work beyond standard hours, including weekends and holidays, and travel throughout the state to deliver support, participate in meetings and training sessions, and engage in collaborative projects as necessary. Work is performed independently and collaboratively to ensure secure, reliable, and efficient IT operations in accordance with departmental policies.

Essential Functions (Including percentage of time):

40%	Provide advanced end-user computing support services and serve as a resource for desktop support staff by providing guidance, knowledge sharing, and assistance with complex technical issues. Support the coordination and delivery of desktop services across multiple locations, ensuring consistent support practices and effective resolution of user technology issues. Diagnose, install, configure, and troubleshoot Windows-based desktop and laptop computers, peripheral devices, video and voice conferencing systems, wireless services, file and print services, and device security/encryption solutions. Provide escalation support for complex incidents and assist team members with troubleshooting, resolution strategies, and technical procedures. Respond to and resolve help desk requests through the department's ServiceNow ticketing system while assisting with ticket prioritization, escalation, and resolution. Support users with operating systems, email platforms, productivity applications, collaboration tools, and approved business applications to maintain reliable business operations. Provide audio, video, and Zoom support for internal and public meetings. Share technical knowledge and best practices with Information Technology Associates and other support staff to improve team capabilities and consistency of service delivery.
30%	Administer and maintain enterprise technology platforms, including Active Directory, Microsoft 365, Microsoft Endpoint Configuration Manager, ManageEngine, and related IT management tools. Create and maintain user, device, and resource accounts and ensures compliance with departmental security and access policies. Perform system-level endpoint management such as software deployment, patching, configuration automation, device inventory, and lifecycle activities. Provide local area network administration assistance and support reliable operation of network-connected services. Coordinate with infrastructure teams and vendors on system upgrades, installations, repairs, and major hardware or software maintenance efforts.



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15%	Perform software testing to ensure functionality and compatibility, remain updated on pertinent technologies and systems, communicate results effectively to management and the IT team, and provide support during statewide implementations.
Marginal Functions (Including percentage of time):	
10%	Support the creation and upkeep of IT procedures, standards, and internal resources for consistent operations and quality improvement. Maintain technical documentation, such as system setups, troubleshooting guides, and user support materials.
5%	Perform other duties as required.
Typical Physical Conditions/Demands:	
The job requires extensive use of a personal computer and the ability to sit/stand at desk for extended periods of time. Ability to transport up to 50 pounds.	
Typical Working Conditions:	
The incumbent works in an office that is a smoke-free environment. The work schedule is Monday through Friday. Travel may be required locally and within the state.	

Supervisor Statement		
I certify this duty statement represents an accurate description of the essential 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 Name	Supervisor Signature	Date
Employee Name	Employee Signature	Date