

DUTY STATEMENT

DS 3022 (11/2013)

**DEPARTMENT OF DEVELOPMENTAL SERVICES
CANYON SPRINGS COMMUNITY FACILITY
INFORMATION TECHNOLOGY DIVISION
INFRASTRUCTURE SERVICES**

DUTY STATEMENT

JOB TITLE: Information Technology Associate**POSITION #:** 472-513-1401-917**EMPLOYEE:**

POSITION DESCRIPTION: Under the general supervision of the Information Technology Supervisor II, and the direction of the on-site Information Technology Specialist I, the incumbent provides associate-level Service Desk support, which includes daily phone/e-mail/ticket requests for all IT customers at the Canyon Springs Community Facility.

DOMAIN(S):	Client Services:	critical skills
	System Engineering:	moderate skills
	Business Technology Management:	moderate skills
	Software Engineering:	moderate skills

SUPERVISION EXERCISED: None.

SUPERVISION RECEIVED: Under the general supervision of the Information Technology Supervisor II.

EXAMPLES OF DUTIES:Essential Job Functions:

- 35% Providing Level one IT service desk support for end-users. This includes support for endpoint devices such as PC's, smartphones, tablets, printers, and copiers..
- 25% Manages Microsoft Office 365 user accounts. Supports applications such as Microsoft Outlook, Teams, OneDrive, Word, Excel, and PowerPoint. Manages user and computer accounts in Active Directory.
- 15% Assists with Windows upgrades on desktop and laptops. Assisting with iOS updates on iPads and iPhones.
- 15% Setting up new employees with PCs, monitors, mobile phones and other IT-issued equipment. Providing support of the Voice Over Internet Protocol (VOIP) platform and documentation. Assisting with the video conferencing equipment. Documenting business Process & Procedures/Job Aids. Helping test, debug, and evaluate new technology.

Marginal Job Functions:

- 10% Complete other required duties within the scope of the classification.

WORKING CONDITIONS: Work on a computer a majority of the time. Occasional after-hours work to resolve IT issues. Occasionally required to move and transport items weighing up to 25 pounds. Must be able to commute to remote work sites. This position is a hybrid, in-office/telework position, and may be subject to change. Incumbent can be required to report to the office, or any designated location at any time. Telework agreements can be modified and/or cancelled at any time.

DESIRABLE QUALIFICATIONS:

Knowledge of: Microsoft Windows 11; PC Hardware, components, and accessories; Apple iOS, Microsoft Office 365; printer management; Microsoft Active Directory; Microsoft SCCM; Microsoft Intune; video conferencing.

Ability to: Develop and maintain cooperative and harmonious relationships within the Department and regional centers, the public, and others; maintain a calm demeanor under pressure; demonstrate consistency in attendance; work with professional personnel in the field relating to coordinating and developing services for persons with developmental needs; analyze situations accurately and take effective action; speak and write effectively; reason logically and creatively; analyze data and present ideas and information effectively.

CERTIFICATION OR LICENSE: None.

Employee Name
(Print)

Employee Signature

Date

Supervisor Name
(Print)

Supervisor Signature

Date

Employee and Supervisor acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.