

Box reserved for Personnel Section

	RPA #	C&P Analyst Approval	Date
Employee Name	Division Technology Services Division		
Position No / Agency-Unit-Class-Serial 461-125-1400-001	Unit Client Services Section		
Class Title Information Technology Technician (Working Title: IT Support Technician)	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 initial close supervision of the Information Technology Supervisor I, the Information Technology Technician performs routine support tasks, following well-defined procedures, within guidelines for the Department of State Hospitals (DSH). The primary duties of the IT Technician lie within the Client Services domain of the IT Technician classification. Incumbents may install or repair hardware or peripheral equipment; manage user accounts and technology inventory; resolve client incidents or requests; ensure software/hardware compliance with security policies; create, test, maintain, and deploy desktop and laptop products; configure and/or modify software programs; perform data import and export activities; monitor information technology systems to ensure integrity and tune the system to meet performance requirements; troubleshoot routine issues; and other related activities.			
% 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).		
30%	Coordinate and track procurement requests for information technology hardware, software, licensing, and services. - Monitor purchase requests through approval, acquisition, receipt, and deployment. - Maintain inventory records for IT assets including computers, monitors, mobile devices, peripherals, and software licenses. - Generate procurement status reports and provide updates to management. - Assist with vendor communications, quote requests, and purchasing documentation.		

	- Ensure compliance with departmental purchasing policies and state procurement requirements.
25%	Create, modify, and deactivate user accounts in accordance with established security procedures. - Assist with onboarding and offboarding activities including access provisioning and equipment tracking. - Maintain user access records and perform periodic access reviews. - Respond to routine system access requests and coordinate with technical staff when necessary. - Document account management procedures and maintain audit records.
20%	- Create and maintain operational reports using department business systems and reporting tools. - Collect, validate, analyze, and present data to support management decision-making. - Develop recurring reports related to procurement, asset inventory, staffing, timekeeping, and service metrics. - Identify data discrepancies and work with stakeholders to improve data quality. - Maintain reporting documentation and procedures.
15%	- Serve as the division timekeeper and attendance coordinator. - Monitor employee timesheets, leave balances, overtime reporting, and attendance records. - Coordinate payroll-related documentation and ensure timely submission of personnel transactions. - Maintain, contact lists, and division documentation. - Assist management with scheduling, meeting coordination, travel requests, and office support activities. - Maintain procedures and reference materials related to administrative operations.
10%	- Assist with project tracking, status reporting, and administrative support for IT initiatives. - Maintain technical and administrative documentation, including standard operating procedures. - Coordinate records retention activities and document repositories. - Participate in meetings, training, and special assignments related to IT operations and business processes. - Perform other related duties as assigned.
Working Conditions	This position reports to DSH-Napa 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 always maintain confidentiality. 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 always maintain confidentiality. 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. 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.
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	I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights). This position requires clearances of Live Scan and Medical Evaluation prior to being hired.	
	_____ 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