

☐ Current ☐ Proposed

Classification Title Information Technology Associate	Division/Unit Information Technology Division
Working Title Service Desk Analyst	HQ Designation CalHR Sacramento
Position Number 363-175-1401-002	Date Prepared 7/29/2026
Name	Effective Date

CalHR Mission, Vision, and Values

The California Department of Human Resources (CalHR) is responsible for issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Mission: To serve as the trusted advisor to our strategic partners and the public, providing exceptional human resource services and guidance in developing a diverse and inclusive workforce.

Our Vision: Shaping California's future of public service excellence with fair and equitable employment opportunities and a diverse, engaged workforce.

CalHR Core Values: People Centric, Leadership, Accountability, DEIA, Integrity, and Transparency.

General Statement

Under the general supervision of the Information Technology Supervisor I, the Information Technology Associate is responsible for providing end user support of information technology systems in the Enterprise Support Unit (ESU). Duties include, but are not limited to, the following:

Job Functions

[Essential (E) / Marginal (M) Functions] conducted [Onsite (O) / Virtually (V)]:

Percentage	(O) / (V)	Essential Job Duties
40%	OV	Operational Support - Answer and log incoming calls to the IT Service Desk via telephone and ticketing system to ensure courteous, timely, and effective resolution of end user issues and requests. - Learn and perform a variety of technical skills to assist assigned users with requests. - Coordinate and communicate with other ITD staff and customers for technical information to fulfill requests

		- Identify and analyze moderately complex personal computer related problems, recommend and implement solutions. - Monitor, track, and maintain all department software and operating system licensing levels and ensure license compliance using Device Collections and tracking spreadsheets. - Monitor system security, anti-virus, and desktop management platforms. Provide technical support to CalHR and SPB staff for any off-site conferences or meetings, as needed - Configure workstations and accounts for new users as needed.
25%	OV	Systems Research Analysis - Participate in technical research and evaluation of new or upgraded software products, propose technical solutions that take the customer's business needs into account - Gather customer requirements and leverage resources to develop technical solutions to a variety of business problems. - Draft new procedures and update existing procedures for both end users and the ESU Knowledge Base to maintain current job aids.
15%	OV	Asset Tracking - Responsible for tracking, maintaining, and auditing all hardware and peripheral assets. - Perform inventory and asset management, organize storage rooms and move equipment - Follow asset tracking procedures and provide updates to maintain unit level databases.
10%	OV	Maintain and Develop Technical Expertise Keeps abreast of evolving technology and trends in the IT industry.
5%	OV	SPB Support - Provides support for SPB's auditorium and hearings, including audio/video, web streaming, and video conferencing equipment. - Sets up and maintains IT equipment in Board hearing rooms and remote offices. - Assists other team members in resolving issues.
Percentage	(O) / (V)	Marginal Job Duties
5%	OV	Other duties as required as consistent with division needs.

Supervision Received

The Information Technology Associate reports directly to and receives the majority of assignments from the Information Technology Supervisor I; however, direction and assignments may also come from the Information Technology Manager I or other senior team member.

Supervision Exercised

None.

Special Requirements/Desirable Qualifications

Must possess and maintain sufficient strength, agility, endurance and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation. Ability to think clearly and respond to issues under difficult conditions. Ability to meet multiple and sometimes conflicting deadlines. Ability to communicate effectively and be diplomatic, organized, professional and discrete with stakeholders, the Executive team, the Management team, and other State and departmental employees. Knowledge of current information technology systems environment, equipment, software and accepted industry practices. Ability to perform technical system analysis, write technical reports, and work with Information Technology Division staff to implement management-approved information technology system recommendations.

Working Conditions

The duties of this position are performed indoors. The employee's workstation is located at 1515 "S" Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel will also be required to provide support to SPB at 801 Capitol Mall, in addition to attending meetings or training classes.

Attendance

Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

Employee Acknowledgement

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation (RA). * (If you believe an RA is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the RA Coordinator.)

*An RA is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Name	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 Signature	Supervisor Name	Date