

Classification Information Technology Associate	Position Number 814-300-1401-215	Location Sacramento (Headquarters)
Division/Branch Office of Technology Services/ Information Technology Branch	Supervisor's Classification Information Technology Supervisor II	Collective Bargaining Identification Designation (CBID) R01
Conflict of Interest Disclosure: ☒ Yes ☐ No	Incumbent (If filled) VACANT	

☐ **Job requires driving automobile:** In this position, the incumbent may, as needed, drive a state vehicle for work purposes.
(Employee must complete DPR-034, Request for Driver Record Information).

SUPERVISORY RESPONSIBILITIES
(Check One)

☐ Managerial ☐ Supervisory ☐ Lead Person ☒ None

Direct Supervision Exercised:		Indirect Supervision Exercised:	
No. of Employees	Classification Title	No. of Employees	Classification Title

I have read and discussed these duties with my supervisor.

Employee Signature	Date
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I certify that the DPR-217 accurately represents the duties and responsibilities of the position.

Supervisor Signature	Date
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Description of Duties (*Attach additional sheets, if necessary, and identify position information*)

Summarize the regularly assigned duties of the position by percentage in descending order. Do not combine distinct activities into a single percentage. Descriptive information should reflect variety and complexity of duties through: supervision exercised and/or received; responsibility for decision making and consequence of error; analytical requirements; special knowledge; skills or abilities required; level, type and frequency of public contact; and unusual working conditions (i.e., field work, bilingual services, etc.); and physical requirements (physical demands, environmental demands).

Percent of Time	Activity
35%	Under the general supervision of the Information Technology Supervisor II, the Information Technology Associate (ITA) independently and as part of the Enterprise Support Unit (ESU) team is responsible for providing IT technical support including installation or deployment of end-user devices such as laptops, desktops, printers, copiers, videoconferencing, mobile devices, and associated software and services. The ITA will provide prompt and courteous service for support requests, recording and tracking all support issues within ServiceNow ITSM, the service software ticket system. The ITA is responsible for maintaining the highest levels of customer service; creating technical and process documentation, user guides, and communications; and updating/maintaining detailed information related to the duties of the position. This position supports the following IT domains: Client Services and Business Technology Management <u>ESSENTIAL FUNCTIONS:</u> Performs technical and analytical duties associated with computer support, including but not limited to responding to client support requests for computer hardware or software. Uses ServiceNow ticketing system to document support and next steps that were provided. Performs software and hardware upgrades, repairs, or replacements. Applies root cause analysis and problem-solving methodologies while troubleshooting hardware, software, and networking errors. Utilizes remote access and walks customers through the problem-solving process. Follows the defined escalation process to ensure client requests are resolved in a timely manner. Provides hardware support for printers, copiers, and Audio/Video conferencing equipment. Participates in the annual scheduled replacement of computers, monitors and peripherals.
35%	Performs systems administration for client computers using cloud and on-premises Microsoft unified endpoint management solutions. Uses configuration management tools to apply standard system configurations for hardware and software. Builds, tests, and deploys standard departmental operating system images for desktop and laptop computers. Configures and supports computer encryption and other security products. Provides asset management activities for computer software and hardware. This includes tracking systems life cycle, warranties, disposal, and license renewal. Performs user access management support for end users. Supports Microsoft Windows clients, Microsoft Office 365, and third-party applications. Provides technical support for meeting tools such as Zoom and Microsoft Teams for the department's communication equipment. Provides mobile devices support and deployment.
15%	Provides expertise and ability to write IT documentation such as How To's, FAQs, and procedures for various technical documentation. Provides expertise, guidance or training to technicians or entry level analysts on the ESU in resolving computer hardware and software issues. Develops weekly reporting documents as required. Documents, on an ongoing basis, all changes in hardware deployment. Works closely with ESU Lead and the Business Services Office (BSO) to assist with IT Procurement including purchase orders (POs), invoices, and receiving IT computer-related goods for tagging, inventory, and documentation. Researches and selects computer hardware and software products and provides specifications and requests for procurement to ITB's Business Operations staff.

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Percent of Time	Activity
10%	Participates in Information Technology projects as technical lead or team member. Works closely with BSO on survey IT equipment including computer scrub preparation, survey documents, and storage organization. Participates in leading initiatives on information technology system studies, and/or involves with other analysts on information technology systems studies of complex nature or broad scope. Researches new technology and trends to enhance methodology to existing processes and procedures. Includes but is not limited to, job-related training, reading journals and other resources, and attending branch, division and departmental staff meetings as required.
5%	<u>MARGINAL FUNCTIONS:</u> Performs other duties as assigned within the scope of the classification. <u>WORKING CONDITIONS:</u> Performance of these duties requires the use of computers, infrastructure hardware, networks, databases, electronic mail (both internal and external), voicemail, and the Internet. May occasionally work evening or weekend hours in response to system outages/recovery, maintenance, or upgrade activities. Occasional statewide travel on short notice may be required to support regional office locations. Travel may require overnight stays, driving, and flying. Performance of the duties indicated for this position occasionally requires the ability to lift and transport equipment up to 50lbs. <u>CRITICAL JOB COMPETENCIES:</u> Communication: Facilitate open exchange of ideas and opinions; actively listen; effectively use email to communicate with customers and co-workers; make clear and convincing oral presentations to individuals or groups; inform, persuade, build consensus; select and use appropriate communication approach. Self-Motivation: Demonstrate a bias toward optimism and maintain sense of humor; view mistakes as opportunities for growth/positive learning experiences. Flexibility/Adaptability: Readily integrate changes midstream into work processes and outputs; demonstrate openness to new organizational structures, procedures, and technology; shift gears comfortably. Teamwork: Facilitate and maintain cooperative working relationships; work toward accomplishment of group goals; value and encourage the input and expertise of others; foster commitment, team spirit, pride, and trust.

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Percent of Time	Activity
	Technical Credibility: Understands and appropriately applies procedures, requirements, policies, and technology; possesses up-to-date knowledge in the profession; and accesses other expert resources when appropriate. Customer Service Orientation: Maintains cordial, effective professional working relationships with all those contacted during the course of work; readily adjusts priorities in response to changing client needs; balances the interests of a variety of clients; puts in place systems and processes to ensure clients receive high-quality information, that their feedback is acted upon, and that their complaints are handled effectively. Develops trust and credibility with the client.