

DUTY STATEMENT

DFW 242A (REV. 07/18/22)

Department Statement:

California is one of the most biodiverse places on the planet. As such, the Department of Fish and Wildlife (CDFW) values diverse employees working together to protect nature for all Californians. CDFW is committed to fostering an inclusive work environment where all backgrounds, cultures, and personal experiences can thrive and connect others to our critical mission.

INSTRUCTIONS: A duty statement and organizational chart must be submitted with each Request for Personnel Action, Form 242	EFFECTIVE DATE
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DFW DIVISION/BRANCH/REGION/OFFICE Data and Technology Division (DTD) / ITGSB	POSITION NUMBER (Agency-Unit-Class-Serial) 565-028-1401-003
UNIT NAME AND LOCATION Service Desk Support Unit / Sacramento HQ	CLASS TITLE Information Technology Associate
INCUMBENT	CURRENT POSITION NUMBER (Agency-Unit-Class-Serial)

BRIEFLY DESCRIBE THE POSITION'S ORGANIZATION SETTING AND MAJOR FUNCTIONS

Under the general supervision of the Information Technology Supervisor II, the Information Technology Associate is responsible for Information technology customer support, maintenance and personal computer support tasks. Duties primarily are from the "Client Services" domain.

PERCENTAGE 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. (USE THE REVERSE SIDE IF NECESSARY.)
35%	<u>ESSENTIAL FUNCTIONS:</u> <u>Help Desk Support</u> Provide first level support and assistance to resolve a variety of customer computer problems for both hardware and approved software via the telephone and other remote assistance technologies. Tickets must be created for all incidents and requests; either requiring escalation or if substantial amount of time was put into the issue. Respond to assigned Incident and Request tickets from Data and Technology Division's (DTD) Ticketing system. Upon completion of assigned Incident and Request tickets, document the steps used in resolving the issue in the ticket before closing it. Complete all Incident, Request tickets and tasks.
25%	<u>Desktop Support</u> Perform customer technology problem resolution and service delivery activities. Provide Level 1 and Level 2 support for client technology environment. Monitor and resolve problem tickets within service level agreements. Assist other IT Technicians and Data and Technology Division (DTD) technical operational areas in completion of service requests and problem resolutions. Install and maintain all local IT related equipment and software, computer and peripheral repair, the recovery of local data and to maintain data integrity and backups. Support the evaluation of client technology hardware and software solutions and contribute to recommendations based on project requirements. Support and provide services related to customers' printing, scanning, and mobile business needs. Perform client technology operating system, device firmware, and software required upgrades. Ensure all client technology software and devices are aligned to departmental standards and maintained at required information security level standards and policies. Perform diagnostics for resolution or escalation.

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20%	<u>IT Inventory:</u> Responsible for all IT Desktop Inventory which includes desktops, laptops, docking stations, monitors, internal components, and some computer related peripherals. The incumbent receives IT equipment purchased from Fi\$cal (Financial Information System for California), applies asset tags, and enters all items into the IT inventory system. Track the asset through its lifecycle from receiving, assignment to users, to the disposition stages. Duties also include receiving purchased IT equipment from vendors, validating purchase order information, entering asset details into Fi\$Cal, and following the established processes for accurate tracking and maintenance of all IT assets.		
15%	<u>Hardware Deployment:</u> Perform and/or coordinate deployment of desktop computers, laptops, workstation computers, printers, and mobile devices. Validate data of computers for annual 20% hardware refresh, utilizing department software management tools to install standard CDFW software applications. Coordinate with Office move liaison to provide information related to IT equipment, Schedule resources for moves within Sacramento. Pack, unpack, and set up computer equipment to ensure smooth transition for office and staff. Track and input the inventory data into the asset management system for all hardware deployments.		
5%	<u>NON-ESSENTIAL FUNCTIONS:</u> Attend career development and training programs, seminars as appropriate to contribute to the achievement of Data and Technology's goals and objectives. <u>WORKING CONDITIONS:</u> This position involves sitting for portions of the workday and may require walking to other CDFW facilities or standing for brief periods. Travel may be required up to 10% of the time. A flexible work schedule is required to accommodate system upgrades, maintenance activities, issue resolution, and travel.		
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.			
PRINT SUPERVISOR'S NAME	<table border="1"> <tr> <td data-bbox="899 1360 1373 1457">SUPERVISOR'S SIGNATURE</td> <td data-bbox="1373 1360 1520 1457">DATE</td> </tr> </table>	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT. I HAVE READ AND UNDERSTAND THE DUTIES AND ESSENTIAL FUNCTIONS OF THE POSITION AND CAN PERFORM THESE DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION.			
PRINT EMPLOYEE'S NAME	<table border="1"> <tr> <td data-bbox="899 1583 1373 1680">EMPLOYEE'S SIGNATURE</td> <td data-bbox="1373 1583 1520 1680">DATE</td> </tr> </table>	EMPLOYEE'S SIGNATURE	DATE
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