

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 8/7/2026	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME
D. CIVIL SERVICE CLASSIFICATION Information Technology Associate		E. POSITION WORKING TITLE IT Support Technician
F. CURRENT POSITION NUMBER 695-352-1401-018		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Operations Center / Service Operations Grave Shift / Operations Team B – Grave / Gold Camp		I. SUPERVISOR NAME AND CLASSIFICATION Joann Nunez, Information Technology Supervisor II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) TUESDAY – SATURDAY, 11:00 PM – 7:30 AM		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK ☒ YES ☐ NO DRIVING AN AUTOMOBILE ☐ YES ☒ NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) ☐ Business Technology Management ☐ IT Project Management X Client Services ☐ Information Security Engineering ☐ Software Engineering ☐ System Engineering
	Organizational Setting and Major Functions Under general supervision of the Information Technology Supervisor (IT Sup) II, the Information Technology Associate (IT Assoc) will be responsible for providing support to internal and external customers. Duties include performing basic system troubleshooting and network analysis, coordinating incident resolution efforts with internal service teams and external vendor staff, and using multiple system utilities to obtain and analyze environment data. This position requires experience with a variety of systems, including mainframe systems, servers, networks and associated system applications, utilities, and monitoring software.
35%	Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%). Operations Center Services Support Provide service support for information technology systems that span multiple platforms, technologies, and devices. Perform activities related to Incident, Change Request, and Service Request management and monitoring; design and implement protocols and processes for service support; plan, organize, and direct functions related to a Service Desk or Command Center; respond to service requests; resolve, document, refer, and track incidents to meet customer requests; track technical, end-user, and multi-user incidents and outages, and escalate appropriate incidents to Senior Management. Tasks will include, but not be limited to: • Receive and respond to customer inquiries via phone, email, chat and ServiceNow. • Provide first & second-level contact and convey resolutions to customer issues. • Diagnose and resolve Department Incidents or Service Requests. • Serve as a technical analyst, performing analysis on multiple information technology and network systems. • Perform monitoring and analysis on multiple information technology and network systems using tools including, but not limited to SolarWinds and VeloCloud. • Monitor incident workload and manage incident response efforts. • Record, track and document the Incident Management process and actions taken, through to final resolution/escalation. • Ensure that all Incidents and Service Requests are logged into California Department of Technology's (CDT) Information Technology System Management (ITSM) system. • Track Incidents, Service Requests, and Cases to resolution, maintain and track SLA compliance, and ensure documentation is complete. • Perform Service Desk as a Service (SDaaS) and CGEN Vendor Maintenance Notification. • Represent Operations Center in meetings and projects within the California Department of Technology (CDT).

35%

- Participate in Microsoft software upgrades and patching activities, which may occur outside of business hours.

Centralized Computing Support

Provide support to mainframe operations staff by documenting incidents and service requests; perform routine and advanced functions in support of mainframe service support and systems monitoring; perform mainframe Initial Program Load (IPL) and Initial Microcode Load (IML) tasks periodically in conjunction with mainframe support teams and Operation Center staff; monitor system consoles and network status using diagnostic utilities. Tasks will include, but not be limited to:

- Perform monitoring and analysis on multiple information technology and mainframe systems, including but not limited to: System master consoles, z Operating System (zOS) Management Facility, System Automation (SA), Hardware Management Console (HMC), Tivoli Enterprise Portal Server (TEPS) and Virtual Tape System (VTS).
- Review and analyze system checkout reports and daily statistics; and use monitoring tools, including but not limited to: Netview, Time Share Option (TSO), and Job Entry Subsystem (JES) 2/3 and enter mainframe commands to perform standard tasks (e.g. job status, bumping job priorities, cancels, starting/stopping printer jobs, display, activating lines, and displaying terminals.).
- Participate in periodic routine system maintenance task.
- Create tickets using CDT's ITSM software in response to customer request.
- Respond to customers by telephone, e-mail and chat.

10%

Documentation Development and Maintenance

Create and maintain various detailed documents related to incident management, customer contacts, critical systems and applications, and system documentation; create and maintain FAQ's, reports, and procedure or process documents. Communicate with other CDT offices to ensure that Operations Center staff have up-to-date contact information for system and service owners; review and analyze incident documentation, such as logs, transcripts, and attached documents to accurately summarize troubleshooting steps and observations; update the knowledgebase or knowledge repository with new or revised information. Tasks will include, but not be limited to:

- Use Microsoft Word, Excel, and PowerPoint to create professional technical documentation
- Update process and procedure documents to reflect changes in operations.
- Create end-user documentation for use in presentations, training, and communications.
- Develop custom and automated reports using system software reporting capabilities; and,
- Produce Incident reports in response to requests from customers and management.

10%

Training

Assist with the development of knowledgebase, training outlines, user guides, and other training material for Operations Center software tools and utilities. Assist with the delivery of training to other Operations Center staff, new employees, and service area staff.

- Consult with technical leads to help determine required training for staff and customers.
- Participate with other staff in the development of training materials and curriculum.
- Assist with the planning, organizing, and the delivery of training to customers and staff.
- Evaluate customer feedback and observe staff improvement in performance of duties.
- Continually, assess and modify training to adapt to changes in the environment, toolsets, and services.
- Provide periodic analysis to technical leads on the status and effectiveness of training efforts.

5%

Processing Support Function

Assist in conducting Mainframe Processing Support functions and tasks; Ensure customer jobs and applications are scheduled and run as necessary; Perform technical tasks to the OTech Online Schedule processes such as CIHELP and Netview application; Research and prepare reports, justifications, and summaries to disseminate information or request services for various Operations Processing needs and activities. Tasks will include, but are not limited to:

- Creating, deleting, updating, and finalizing all customer requests for scheduled regions and monitors.

5%

- Perform daily scheduling processes, such as reviewing, implementing, and verifying requests to modify customer job and application schedules.
- Research and prepare reports, justifications, and summaries to disseminate information or request services for various Operations Processing needs and activities.
- Provide technical support for production batch scheduling services to internal and external OTech customers by analyzing and resolving varied processing problems, and utilizing scheduling software such as ESP and Netview.

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

- Stay current on technological advances by attending training.
- Provide suggestions for process improvement and refinement.
- Participate as a team member on projects and initiatives.
- Other related duties as appropriate for this position and classification.

Work Environment Requirements

- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).
- May be required to work occasional off schedule hours.
- May be required to occasionally work overtime.
- Requires consistent and regular attendance.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Information Technology Associate receives general supervision from the Information Technology Supervisor II.

Actions and Consequences:

The IT Assoc works independently in the support of technology systems with significant responsibility for good judgment, appropriate response, and proactive engagement. Consequences for failure to take appropriate actions or communicate accurately may include financial loss to the State, a reduction in customer's ability to achieve their mission or goals, and negative publicity for CDT, or the State of California.

Personal Contacts:

The IT Assoc will work closely with all levels of State government employees and vendors.

Administrative and Supervisory Responsibilities (Indicate "None" if this is a non-supervisory position.)

None.

Supervision Exercised:

None.

Other Information

Desirable Qualifications: (List in order of importance.)

- ITIL Certification and/or Network+ Certification.
- Experience with monitoring tools.
- Working knowledge of z/OS, JES2 and/or JES3 commands along with miscellaneous system tools or applications, such as TSO, ISPF, ESP, IOF, FTP, CUST, REXX, etc.
- Experience and extensive knowledge with TCP/IP, command line utilities, and troubleshooting activities.
- Knowledge of, and experience with Server and/or Network administration, including authentication and security.
- Knowledge of JCL and procedures.
- Knowledge of z/OS workload types and workflow, including major categories of interactive/batch jobs.
- Knowledge and experience with System Automation for z/OS.
- Ability to develop and maintain the knowledge and skills necessary to perform technical support and Service Desk-related tasks, using troubleshooting methods, technical resources, reference material, and diagnostic tools to identify incidents.

- Experience with system, network, or application troubleshooting.
- Experience working with ITSM software (e.g. ServiceNow, SharePoint, Microsoft Teams, Footprints, Cherwell) in the documentation and management of workload.
- Knowledge of, and experience in Server Patching.
- Thorough understanding of IT processes (ITIL, SDLC, PMBOK, BABOK).
- Ability to communicate effectively (verbally and in writing, as appropriate) in dealing with the public and/or other employees.
- Ability to communicate professionally and work effectively with all levels of management, staff, customer departments, and vendors.
- Ability to work independently and as a team lead within a collaborative team environment.
- Creative, self-motivated, and able to work with minimal instruction.
- Dependable and a history of excellent attendance.
- Ability to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment.
- Ability to complete assignments in a timely, effective, and efficient manner.
- Ability to adhere to all policies and procedures regarding attendance, leave, and conduct.
- Ability to explain complex technologies, processes, and products to customers.
- Ability to generate complex technical documentation.
- Strong communication, organizational abilities and well-developed interpersonal skills.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)

INCUMBENT SIGNATURE

DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)

SUPERVISOR SIGNATURE

DATE

Joann Nunez

Instructions			
Copies and Distribution	<u>Current and Proposed Duty Statements</u>: Submit with Request for Personnel Action (RPA) package. <u>Approved Duty Statement</u>: Supervisor reviews with incumbent; both supervisor and incumbent must sign and date. <u>Signed Copies</u>: Original to supervisor; copy to incumbent; scanned/electronic version emailed to Human Resources.		
Section A: Position Profile	Complete Sections A through K. If position number is changing, complete sections D, E, G, and H using the proposed position information. If incumbent's name is known, complete section C.		
Section B: Position Functions & Duties	Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).		
Information Technology Domains	Select all domains applicable to the incumbent's duties/tasks.		
Organizational Setting and Major Functions	Provide a <u>brief</u> description of the position's reporting relationship, primary role, and purpose.		
Essential Functions	Identify the fundamental job duties of the position that must be performed, with or without reasonable accommodation. NOTE: Essential Functions shall be properly aligned with the classification specification. Percentages shall be in increments of 5, and should be no less than 5%. The total percentage of all functions (essential and marginal) must equal 100%. Per Government Code section 12926.1 (a-c), a job function or task may be considered an essential function for several reasons, including, but not limited to: - The position exists to perform the function. - There are a limited number of other employees available to perform the function, or among whom the function can be distributed. - The function is highly specialized; the person is hired for special expertise or ability to perform the function. - Removal of the function would fundamentally alter the job. To write essential functions for the position: - Identify the major functions of the job. Most positions have five to seven major functions. - Identify the specific tasks associated with each major function (include end products). - Identify the level of work and why the work is done. The below is an example of how to write an essential function and the associated task statements: ESSENTIAL FUNCTIONS <table border="1"> <tbody> <tr> <td>45%</td> <td> Provide complex analytical support, and complete various sensitive assignments and documents in consultation and coordination with a variety of management, staff, and others using proven research techniques and analytical and writing skills. <u>Associated Tasks Statements</u> - Research, develop, and/or review a variety of documents, including STMM policies, procedures, and contract implementation-related documents, including contract exemption requests, Statements of Work, and other related items. - Conduct surveys, analytical studies, and other related activities to develop pertinent informational resources on telecommunications programs, issues, and customer utilization. - Follow up on statewide telecommunications-related laws, policies, procedures, and documents [e.g., Request for Information (RFI), Request for Proposal (RFP), Management Memoranda]. </td> </tr> </tbody> </table>	45%	Provide complex analytical support, and complete various sensitive assignments and documents in consultation and coordination with a variety of management, staff, and others using proven research techniques and analytical and writing skills. <u>Associated Tasks Statements</u> - Research, develop, and/or review a variety of documents, including STMM policies, procedures, and contract implementation-related documents, including contract exemption requests, Statements of Work, and other related items. - Conduct surveys, analytical studies, and other related activities to develop pertinent informational resources on telecommunications programs, issues, and customer utilization. - Follow up on statewide telecommunications-related laws, policies, procedures, and documents [e.g., Request for Information (RFI), Request for Proposal (RFP), Management Memoranda].
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Marginal Functions	Identify functions or tasks that are performed, but are not fundamental duties of the position. These are functions or duties that can be assigned to another employee and can be characterized as non-essential or marginal. The phrases "perform other related duties" or "perform other related work" can be used in the marginal functions field. NOTE: Percentages shall be in increments of 5, and should be no more than 5%. The total percentage of all functions (essential and marginal) must equal 100%.		
Work Environment Requirements	Identify physical or mental requirements, work conditions, hazards, and equipment used on the job and required to perform the essential functions of the job. NOTE: Specify in this section if a fingerprint background check is required.		
Allocation Factors	<u>Supervision Received</u>: Identify the scope of initial instruction, how work is supervised while in progress, and nature and purpose of final review. <u>Actions and Consequences</u>: Identify in what areas judgment, decisions, and recommendations are made, and probable effects of poor decisions or recommendations. <u>Personal Contacts</u>: Identify with whom, how frequently, and for what purpose personal contacts are required with persons outside of the immediate work group. <u>Administrative and Supervisory Responsibilities</u>: Briefly identify the extent of participation in management functions (e.g., planning, budgeting, cost control, reporting, selecting, placement, and development of personnel). Indicate "None" if a non-supervisory position. <u>Supervision Exercised</u>: Identify the type of supervisory responsibility exercised and indicate whether supervision is a responsibility of the position or of a lead nature.		
Other Information	Identify any significant factors or special requirements for this position that are not included elsewhere on this form. <u>Desirable Qualifications</u>: Identify any special personal characteristics, interpersonal skills, additional qualifications, specific business needs, and additional attributes that will enhance the incumbent's ability to perform a particular function. (e.g., professional certification or license, general or specialized knowledge in the field, ability to qualify for a fidelity bond, aptitude for investigative work, skills and abilities above the required minimums.) NOTE: Please list the desirable qualifications in order of importance, as they will be listed on the Job Opportunity Bulletin (JOB).		