

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 9/2019)

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Classification Title Information Technology Associate	Board/Bureau/Division Bureau of Automotive Repair (BAR)
Working Title IT Support Technician	Office/Unit/Section/Geographic Location Technology Services Branch/Client Services/ Rancho Cordova
Position Number 646-121-1401-001	Name and Effective Date

General Statement: Under the general supervision of the Information Technology Supervisor II, the Chief Technology Officer for the Department of Consumer Affairs, and the technical leadership of the Information Technology Specialists I, the Information Technology (IT) Associate performs a variety of tasks that affect the design and operation of systems, programs, and equipment as well as a wide range of established activities, major activities, organizational concerns, and the operation of other organizations. The IT Associate is responsible for a portion of projects and client services functions and involves working on a piece of a plan or project from beginning to end. The primary responsibility of the Information Technology Associate falls within the Client Services domain. Duties include, but are not limited to, the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]:

60% Client Services (E)

Provide information technology support in Client Services unit including, but not limited to, desktop support, application support, end user device support, and telecommunications support. (20%)

Serve as first point of contact for all BAR end users providing problem and incident management related to client technologies, products, and services. Responsible for addressing all aspects of end user devices including provisioning, installing, tracking, securing, troubleshooting, repairing, and decommissioning. (20%)

Analyze, collaborate, and recommend solutions on computer, local area network, and email related issues. Escalate incidents/problems to the appropriate Service Desk teams. Record and track incidents, workarounds, escalations, trends and final resolutions. Request warranty service on IT hardware. Recommend incident control and problem management process improvements. Conduct research and analysis of new client technologies. Document design specifications, installation instructions, system processes, and other system-related information. (10%)

Configure, upgrade, deploy, and maintain end-user devices. Test, maintain and deploy desktop images. Perform duties at client sites as required and at statewide field sites as scheduled in advance. Document design specifications, installation instructions, and other system-related information. Formulates training materials related to information technology. Conduct end user training related to client technologies. (10%)

20% Business Technology Management (E)

Analyze, develop and document business and technical requirements for technology solutions. Analyze complex personal computer equipment and software, researches new personal computer and mobile device equipment and software, and prepare recommendations on procurement, solutions, and installations based on the needs of BAR

and generally accepted information technology concepts, practices, methods, and principles. Analyze, collaborate, and recommend solutions on computer, local area network, multifunction devices, and email related issues. Manage IT hardware and software assets and coordinate their lifecycle through IT Asset Management standards. This specifically includes asset acquisition, asset receiving, software licensing, hardware and software deployment, hardware and software inventory, warehousing, and asset retirement.

10% Software Engineering (E)

Gather, review, and document system requirements and specifications to ensure alignment with functional and non-functional requirements. Document design specifications, installation instructions, and other system-related information. Test software systems using test cases and test data to meet defined functional and non-functional requirements. Update standards, procedures and controls to ensure proper installation, configuration, maintenance, security, reliability, and availability of systems.

10% Miscellaneous (M)

Attend planning and staff meetings, make presentations and perform other duties as required.

B. Supervision Received

The incumbent works under the general supervision of an IT Supervisor II. However, assignments and direction may also come from the IT Manager I or II.

C. Supervision Exercised

NONE

D. Administrative Responsibility

NONE

E. Personal Contacts

The incumbent has daily contact with all levels of the BAR staff, as well as occasional contact with Department staff, representatives from other State agencies, contractors, and vendors regarding BAR issues.

F. Actions and Consequence

The consequence of error at the IT Associate level may result in loss of data, loss of integrity, user dissatisfaction and impact to BAR, office, project, or work unit, and related support units.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent must be able to frequently remain in a stationary position at a workstation throughout the day and must occasionally position self to perform a variety of tasks including retrieval of files. The incumbent may occasionally move office equipment weighing up to 25 pounds. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

H. Other Information

The IT Associate requires; good work ethic, professionalism, diplomacy and must be self-motivated and able to work alone or in a team environment. Additionally, the IT Associate must possess excellent communication, interpersonal and writing skills, analytical and

problem-solving skills, and attention to detail. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

The incumbent must have the ability to work under changing priorities and deadlines, be able to reason logically and creatively and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives; research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

Complexity of Work

The IT Associate level work includes various analytical duties Involving difference and unrelated processes and methods. Problems are fully developed, and solutions are not clearly defined. The decision regarding what needs to be done depends upon the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may have to be selected from many alternatives. Multiples tasks and deadlines become the routine. Work will also involve being familiar with the implication and uses of new technologies.

Responsibilities for Decisions and Actions

At the IT Associate level, incumbents are responsible for individual decisions and actions.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

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 hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Employee's Printed Name, Classification

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

Supervisor's Printed Name, Classification

Revised: 8/2026