



Duty Statement

Classification: **Information Technology Associate**

Position Number: **275-812-1401-031**

HCM#: **2735**

Branch/Section: **Information Technology Services Branch/ Technology Infrastructure Services Division/ Customer Technologies Support/ Service Desk & Access Management Section/ Production & Collaboration Services Unit**

Location: **Sacramento, CA**

Working Title: **IT Collaboration Systems Support Analyst**

Effective Date: **July 30, 2026**

Collective Bargaining Identifier (CBID): **R01**

Supervision Exercised: ☐ Yes ☒ No

Telework: ☒ Office-Centered ☐ Remote-Centered ☐ Not Eligible

The Information Technology Service Branch (ITSB) provides most, if not all, of the technology services that support the CalPERS lines of business. The organization includes a data center, programming maintenance and development team members, business development including business relations, business process improvement and project and portfolio management. ITSB is committed to providing the technical leadership, increased business alignment, talent, transparency, and accountability in support of all of the CalPERS strategic business objectives.

Under general supervision of the Information Technology Supervisor II (IT SUP II), the Information Technology Associate (ITA) supports collaboration platforms, batch processing operations, and Service Desk activities within the Service Desk & Access Management Section. The incumbent will provide assistance with SharePoint Online, Microsoft Teams, Zoom, and related collaboration tools by creating and modifying sites, supporting users, and delivering training. The position also assists with daily batch processing, incident documentation, and project activities for small to medium initiatives. The role operates within the Client Services domain and contributes to enterprise-wide customer support and technology service delivery.

Essential Functions

Regular and consistent attendance in the office at least three days a week for teamwork, in-person collaboration, personal interactions with members, stakeholders, and other team members, cross-functional communications within CalPERS. In-person collaboration is essential to promote and foster innovation, creativity, and complete engagement by the team. Coordinating work in person allows the teams to stay functional and aligned with the work of others. Being present in the office is essential to allow for immediate accessibility for discussions, questions, mentoring, or strategy sessions between team members.

40% Onsite¹ and virtually, respond to assigned requests and Service Desk tickets to provide technical support for collaboration tools in hybrid and remote work environments. Within

established governance standards and under supervisor direction, configure user-level settings and assist CalPERS team members with creating, modifying, and validating SharePoint Collaboration sites and add-ins within Microsoft Teams. Maintain the Collaboration Services Support page by updating content and resources according to documented procedures. Deliver instructor-led and virtual training on collaboration tools, including Teams and Zoom, using approved training materials. Research current and emerging collaboration technologies and recommend updates to training content for supervisory review.

30%

Onsite and virtually, provide assistance with batch setup, submission of daily batch jobs manually or automated utilizing the Enterprise Scheduling System according to documented procedures. Verify batch job completion by ensuring the Enterprise Scheduler is accomplished, the output is accurate, and discrepancies are reported to the supervisor. Identifies processing errors and provides support by analyzing, troubleshooting, resolving, and communicating with application development, analysts, management and/or users. Assists with ad-hoc batch job requests, mail merge tasks, and scheduled roll activities (monthly, weekly). Provide support during scheduled maintenance and system updates by performing assigned operational tasks. Interacts with customers, vendors, all levels of team members and utilizes scheduling tools to support batch processing. Documents and escalates incidents according to established procedures, as necessary, to the appropriate in-house support groups. Maintains procedures to enhance and ensure consistency with supporting batch processing. Conducts technical training for various collaboration, hardware, and software tools.

15%

Onsite and virtually, participate in ITSB project plans associated with the Service Desk & Access Management Section (SDAMS) by completing tasks defined in project plans under the direction of the project lead. Assist the project lead with multiple, concurrent small to medium initiatives and projects involving SharePoint Online, Microsoft Teams or various other Collaboration Tools by performing technical analysis within established guidelines. Performs independent analyses of SDAMS technologies, industry standards, practices and philosophies that benefit SDAMS teams to provide superior customer service. Provide task-level estimates for assigned work and report progress to the project lead. Formulates, delivers, and coordinates end-user training for any new systems or enhancements by developing comprehensive training plans. Assists with drafting updates to processes and procedures for supervisory review.

10%

Onsite and virtually, respond to Service Desk calls using the Integrated IT Service Management tool, by analyzing, troubleshooting, resolving and documenting hardware, software, user-access, applications, and network-related problems within established service-level timeframes. Documents and escalates incidents, as necessary, to the appropriate in-house support groups when issues exceed documented resolution guidelines. Monitors Service Desk incoming and outgoing queues and performs appropriate operations to initiate, update, fulfill, transfer, resolve, close and process transactions according to established procedures and policies. Prepares and disseminates communications to the enterprise using approved templates and submits them for supervisory approval. Facilitates meetings with users and provides training related to the Service Desk.

5%

Onsite and virtually, performs other duties as assigned and appropriate for this classification.

Working Conditions

- ¹ This position is designated as office-centered and works primarily onsite at the Sacramento, CA - Headquarters at least three weekdays.
- Workstation is located in a standard multi-level office building accessible by stairs and elevator, with artificial light, height-adjustable desk, and adjustable office chair.
- Prolonged reading and typing on a laptop or keyboard and monitor.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance.
- Ability to demonstrate punctuality, initiative, and dependability.
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance).
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name (Print):

Employee Signature:_____ **Date:**

I certify that the above accurately represent the duties of the position.

Supervisor Signature:_____ **Date:**