



POSITION DUTY STATEMENT

Division: Information Systems Division	Classification Title: 1401 Information Technology Associate
Branch: Infrastructure Branch	Working Title: Information Technology Associate
Unit: Infrastructure Branch	Tenure/Timebase: Permanent Fulltime
Position City: Sacramento	Position County: Sacramento County
Position Number: 710-1401-097	CBID/Bargaining Unit: R01
Conflict of Interest Classification: No This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.	
Medical Evaluation: No	Bilingual Language: Unknown
Sensitive Position: No	DMV Employee Pull Notice: No
Fingerprint/Live Scan: Yes	Professional License: No
Work Week Group: 2	Date Approved: 08/14/2024

Direction Statement and General Description of Duties: Under direction of the Information Technology Manager I, the Information Technology Associate (ITA) will perform the duties related to, but not limited to a variety of tasks in support of systems and services in the following three domains:

Business Technology Management
Client Services
Software Engineering

Percentage and Essential/Marginal Functions:



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40%	End User Support (E) Implements strategies and solutions to promptly address technical inquiries, resolves issues to minimize disruptions to end user compute and enterprise applications support. Manages tickets in accordance with service level agreements (SLAs) to ensure timely and efficient resolution of end user concerns. Manages the support process for hardware and software problems encountered by end users, adhering closely to SLA guidelines to maintain high levels of customer satisfaction.
35%	System Support (E) Coordinates the support and maintenance of Information Technology (IT) systems and processes, including the development and maintenance of comprehensive documentation to facilitate efficient system operation and troubleshooting. Facilitates training sessions for end users aimed at enhancing their proficiency in utilizing IT tools and systems effectively. Contributes to the success of IT projects by assisting in implementation efforts and ongoing support of projects. Manages the daily operations of IT systems, which may include Identity Services Management, across diverse platforms such as Enterprise Applications, Enterprise Infrastructure, Enterprise Security, Enterprise Data, Cloud, and Data Center. Implements and participates in Enterprise applications patching activities to uphold system security and stability.
10%	System Design, Deployment, Maintenance, and Monitoring (E) Coordinates with the development team to design and deploy cloud solutions using Development and Operations (DevOps) methodologies. Manages databases and performance tuning to optimize system efficiency and reliability. Manages and keeps up-to-date documentation for system configurations and procedures to ensure clarity and consistency across the IT infrastructure.
10%	Vendor and Contract Support (E) Facilitates the development and review of Statements of Work (SOW) for vendor engagements, plays a key role in supporting procurement activities and contract renewals, ensuring compliance with state regulations and policies.
5%	(M) Resolves to adapt to and take on additional tasks or projects as assigned. Contribute to the advancement of divisional objectives and the overall efficiency of IT operations within the state service.



DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

710-1401-097

Supervision Received: The Information Technology Associate is under general supervision of the Information Technology Manager I.
Supervision Exercised and Staff Numbers: The incumbent has no direct supervisory responsibilities.
Physical Requirements:
Special Requirements:
Personal Contacts: Will interact with departmental staff, management, vendors, contractors and other state agencies by phone, email and in person as needed. Interactions may be confidential, general, informative, or sensitive.

EMPLOYEE ACKNOWLEDGMENT

I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

MANAGER/SUPERVISOR ACKNOWLEDGMENT

I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE