
Position Details

Classification:
Information Technology Associate

Office:
Information Technology

Working Title:
Application Support Associate

Location:
Sacramento

Position Number:
311-460-1401-001

HR Approval Date/Initials:
08/14/26 FAY

CBID/Bargaining Unit: R01

Work Week Group: 2

Tenure:
Permanent

Time Base:
Full-Time

Job Description Summary

Under the general supervision of the Application Development and Support Manager, an Information Technology (IT) Manager I of the California High-Speed Rail Authority (Authority), the IT Associate (Application Support Associate) is responsible for the administration and maintenance of Software-as-a-Service (SaaS), Commercial Off-The-Shelf (COTS), and custom applications. The Application Support Associate works with project teams to support the analysis, configuration, and implementation of new and existing SaaS, COTS, and custom solutions. In addition, the incumbent works with other IT staff, business stakeholders, and end users to implement enhancements and integrations; ensures adequate documentation for ongoing application administration, maintenance, and support; and assists with Americans with Disabilities Act (ADA) compliance issues. The incumbent may also provide support, as needed, on a variety of complex IT systems.

The following IT Domains are applicable to the incumbent's duties/tasks:

- | | |
|---|---|
| ☐ Business Technology Management | ☒ Information Technology Project Management |
| ☒ Client Services | ☒ Software Engineering |
| ☐ Information Security Engineering | ☐ System Engineering |

Duties

Percentage

Essential (E)/Marginal (M)

40% (E) **Application Administration and Configuration**

- Participates in the solution analysis, design, configuration, and implementation of SaaS, COTS, and custom applications to meet various business needs of the Authority.

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- Develops Software Development Life Cycle (SDLC) deliverables and ensures requirements, standards, plans, and policies are met.
- Works with business stakeholders to identify needs, performs solution analysis, and recommends appropriate actions.
- Implements modifications to various system configurations (e.g., reports, drop-downs, validation rules) in response to changing business needs.
- Performs upgrades, implements modifications and enhancements, creates test cases, coordinates user testing, and obtains user acceptance prior to implementation.
- Assists users with system navigation, onboarding, and training.
- Performs project setup, user provisioning, and account configuration changes. Applies industry standards, principles, methods, and techniques to manage projects through all phases of the SDLC.
- Implements and maintains system interfaces between various Authority systems.

40% (E) **Application Support**

- Troubleshoots and resolves application issues. Records, documents, and enters relevant information into Authority databases. Provides technical support to users and other IT staff.
- Collaborates with business stakeholders and vendors to define functional and data gaps.
- Applies updates and patches, performs routine maintenance, updates system documentation, and supports various Authority SaaS, COTS, and custom applications/systems.
- Reviews product release notes and provides training or creates awareness of changes in application functionality.
- Works with SaaS/COTS vendors to ensure updates related to performance or maintenance are implemented.
- Ensures the established change management and release management processes are followed.
- Ensures vulnerabilities are addressed and remediated within service levels as defined by the Information Security Office.

15% (E) **Policies and Processes**

- Adheres to established IT policies, plans, processes, and standards. Recommends and contributes to updates or improvements, as appropriate.
- Conducts continuous improvement efforts for application

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development, maintenance, and support processes to optimize operations.

- Contributes to the improvement of the SDLC process and supports the adoption of agile methodologies in accordance with the IT roadmap and strategy.
- Assists with the development and maintenance of Business Continuity and Information System Recovery Plans (ISRP) and participates in related activities.
- Follows established standards and best practices for system design, development, deployment, ongoing maintenance and operations, and source code repository management.

5% (E) **Other Duties**

- Fosters an environment of teamwork and collaboration, communicates position-related information, and promotes the exchange of ideas through active listening and open discussion.
- Actively participates in team and departmental meetings, trainings, technology initiatives, or other assignments.
- Invests in personal development through continuous education to gain and enhance position-related knowledge.
- Ensures travel is approved and documentation and expense claims are processed in a timely manner.
- Adheres to Authority policies and procedures regarding attendance, leave, and conduct.
- Other IT duties as needed to accomplish the Authority's mission and goals.

Special Requirements

The checked boxes below indicate any additional requirements of this position.

License Required	Conflict of Interest (COI)	Bilingual Required	Contract Manager	Medical Required
Yes ☐ No ☒	Yes ☐ No ☒	Yes ☐ No ☒	Yes ☐ No ☒	Yes ☐ No ☒
Type:		Language:		

Other Special Requirements Information: N/A

Knowledge and Abilities

All knowledge and abilities of the Information Technology Technician classification; and

Knowledge of: Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes

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and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices.

Ability to: Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.

Desirable Qualifications

- Experience implementing, configuring, administering, maintaining, and supporting SaaS and COTS applications.
- Experience supporting web application farm architectures and technologies.
- Knowledge of SQL Server or other RDBMS databases, including queries, reporting, and data analysis.
- Experience with troubleshooting integrations across IT applications.
- Experience with project and issue tracking applications such as Jira or similar tools.
- Knowledge of business continuity and disaster recovery programs.
- Ability to analyze and align system capabilities with business needs and deliver solutions.
- Experience working in a team-oriented, collaborative environment.
- Ability to meet business needs through innovative solutions and demonstrate a service-oriented, customer relations-sensitive attitude.
- Ability to prioritize multiple tasks; develop, analyze, or revise procedures; and meet deadlines.
- Ability to solve problems and perform root cause analysis.
- Ability to respond appropriately to difficult situations.
- Ability to produce clear and concise documentation (e.g., system designs, security plans, user instructions, workflows, procedures).
- Ability to communicate clearly and concisely, verbally and in writing, with business stakeholders, technical staff, management, and vendors.
- Ability to exercise good judgment in the performance of assigned responsibilities under general supervision.
- Demonstrate keen attention to detail.
- Display enthusiasm for continuous learning.

Supervision Exercised Over Others

This position does not supervise others but may act in a lead capacity.

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Public and Internal Contacts

The incumbent will have regular contact with various levels of staff at the Authority, consultants, vendors, contractors, and staff at other state agencies. The incumbent must handle all situations and communications tactfully and respectfully to support the Authority's mission.

Responsibility for Decisions and Consequence of Error

At the IT Associate level, incumbents are responsible for individual decisions and actions. The consequence of errors at the IT Associate level may result in loss of data, user dissatisfaction, and impacts within the immediate organization, office, project, work unit, and related support units.

Physical and Environmental Demands

While working on-site, the incumbent works in a professional office environment, in a climate-controlled area which may fluctuate in temperature and is under artificial light. The incumbent will be required to use a computer, mouse, and keyboard, and will be required to sit for long periods of time at a computer screen. The incumbent must be able to focus for long periods of time, multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. The incumbent must develop and maintain cooperative working relationships and display professionalism and respect for others in all contact opportunities.

Working Conditions and Requirements

- a. Schedule: Flexible schedules may be available for this position. Specific schedules will be set between the supervisor and the employee.
- b. Telework: Part-time telework may be available for this position for California residents based on the requirements of the position.
- c. Travel: Occasional travel to Authority locations in California may be required.
- d. Other: The incumbent may be required to carry a state-issued cell phone and work outside of their regular schedule, as needed, to meet business needs.

Acknowledgment and Signatures

I have read and understand the duties listed above and can perform them with/without reasonable accommodation (RA). (If you believe you may require RA, please discuss this with the supervisor indicated below who will discuss your concerns with the RA coordinator. If you are unsure whether you require reasonable accommodation, inform the supervisor indicated below who will discuss your concerns with the RA Coordinator.)

Employee Printed Name:	Signature:	Date:

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Supervisor Printed Name:	Signature:	Date: