



## POSITION DUTY STATEMENT

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| <b>Division:</b> Information Systems Division                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Classification Title:</b> 1401 Information Technology Associate |
| <b>Branch:</b> Enterprise Modernization Project Branch                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Working Title:</b> Product Support Assistant                    |
| <b>Unit:</b> Enterprise Modernization Project Branch                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Tenure/Timebase:</b> Limited Term Fulltime                      |
| <b>Position City:</b> Sacramento                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Position County:</b> Sacramento County                          |
| <b>Position Number:</b> 716-1401-943                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>CBID/Bargaining Unit:</b> R01                                   |
| <b>Conflict of Interest Classification:</b> No<br><br>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. |                                                                    |
| <b>Medical Evaluation:</b> No                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Bilingual Language:</b> Unknown                                 |
| <b>Sensitive Position:</b> No                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>DMV Employee Pull Notice:</b> No                                |
| <b>Fingerprint/Live Scan:</b> Yes                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Professional License:</b> No                                    |
| <b>Work Week Group:</b> 2                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Date Approved:</b> 12/31/2025                                   |

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| <b>Direction Statement and General Description of Duties:</b> Under general supervision of the Information Technology Manager (ITM) I of the Product Quality Group, the Information Technology Associate (ITA) performs a variety of technical and analytical tasks in support of the Enterprise Modernization Project. Assists with implementing technology solutions, maintaining documentation, and providing end-user support within established guidelines. This position includes coordinating with stakeholders, tracking project activities, and assisting with troubleshooting issues. |                                             |
| <b>Percentage and Essential/Marginal Functions:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                             |
| 35%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Project Support and Coordination (E)</b> |



## POSITION DUTY STATEMENT

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|     | Tracks and updates project schedules and documentation. Assists with monitoring Agile sprint activities and backlog items. Supports testing and validation of system changes.                                                                                                      |
| 30% | <b>Customer and Stakeholder Support (E)</b><br>Responds to client requests and resolves routine incidents. Assists and coordinates with DXP staff to clarify requirements and document processes. Assists in preparing status reports and maintaining communication logs.          |
| 15% | <b>Technical Support and Maintenance (E)</b><br>Installs, configures, and troubleshoots applications under guidance. Maintains software product documentation and assists with updates. Performs basic research on new client technologies.                                        |
| 15% | <b>Communication and Documentation (E)</b><br>Assists in preparing meeting notes, reports, and documentation for management review. Participates in project meetings and provides updates on assigned tasks. Assists in maintaining reporting processes to track project progress. |
| 5%  | <b>Miscellaneous (M)</b><br>Performs other job-related duties as required, including assisting with security and privacy compliance activities.                                                                                                                                    |



DEPARTMENT OF MOTOR VEHICLES  
POSITION DUTY STATEMENT

716-1401-943

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| <b>Supervision Received:</b> The ITA works under general supervision of the Product Quality Group Manager, ITM I.                                                                                                     |
| <b>Supervision Exercised and Staff Numbers:</b> None.                                                                                                                                                                 |
| <b>Physical Requirements:</b> Operates a personal computer, telephone, and other office equipment. Participates in meetings and communicates with internal and external customers via e-mail, telephone or in person. |
| <b>Special Requirements:</b> None.                                                                                                                                                                                    |
| <b>Personal Contacts:</b> Interacts with departmental staff, business users, and vendors by phone, e-mail, in person and mail, to support problem resolution and ensure adherence to established processes.           |

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 |
|-------------------------|------------------------------|------|
|                         |                              |      |