

DUTY STATEMENT

Position Details:

RPA Number:
Effective Date:
Employee Name:
Position Number (Agency-Unit-Class-Serial): 192-406-1401-005
Division/Unit: Division of Technology and Innovation/Web Services Unit
Class Title: Information Technology Associate

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers, and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully, and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

Under the general supervision of the Client Support Services Supervisor, the Information Technology Associate (IT Associate) will perform various basic duties providing website and web accessibility support to Commission staff. The incumbent will perform duties necessary in providing user support related to accessible documents and website requests. The majority of the duties fall under the Client Services domain per the classification specification providing customer support and information related to IT products and services.

Percentage of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
45%	<u>ESSENTIAL FUNCTIONS</u> Web Development Provide daily maintenance and enhancements of the Commission's Public Website and internal SharePoint site(s). Make and publish web request changes to the public website and intranet based on requests from business users. Follow Commission web standards, styles, and templates for all web changes. Communicate the status of requests with the requestors.
45%	<u>ESSENTIAL FUNCTIONS</u> Web Accessibility Ensure web content and online web applications meet ADA (Section 508) requirements. Understand the accessibility requirements in Section 508, WCAG 2.1 AA, AB 434, any added or updated requirements, and legal trends, and report those to the Web Services team and IT management, as needed. Provide web accessibility guidance and assistance to Commission staff by reviewing web page changes, including documents posted to the public website. Ensure all public web pages and documents meet ADA standards.
5%	<u>MARGINAL FUNCTIONS</u> As assigned, participate in information technology projects undertaken by the IT team.
5%	<u>MARGINAL FUNCTIONS</u> Develop procedures and knowledge articles for creating accessible documents and web pages and updating web pages on the Commission's public internet website and SharePoint intranet site.

Knowledge and Abilities:

Knowledge of:

- HTML
- CSS
- JavaScript
- Web Accessibility
- Microsoft 365
- Microsoft Windows

Ability to:

- Work cooperatively with others.
- Work efficiently.

- Report to work on time.
- Maintain consistent and regular attendance.
- Work with changing deadlines and priorities.
- Look and act professionally.
- Get along with others.
- Meet deadlines.
- Work independently and as a team.
- Attend and participate in meetings.
- Adapt to changes in technology.

Interpersonal Skills:

- Excellent Interpersonal skills are required, as this position will be interfacing with all levels of staff within the Commission.
- Demonstrate a commitment to maintaining a work environment free from discrimination and sexual harassment.
- Maintains good work habits and adheres to all policies and procedures.
- Fingerprint clearance.

Desirable Qualifications:

- Experience updating and maintaining content on a public website through content management systems
- Experience in SharePoint Online
- Knowledge of WordPress and Adobe Creative Suite
- Experience in web development (HTML, CSS, JavaScript) and web design (UX/UI).
- Experience in analyzing and reviewing business requirements and developing technical specifications.
- Understand web accessibility standards and requirements.
- Strong work ethic with the ability to work independently and to prioritize and manage work to meet critical timelines.
- Excellent communication skills and team player spirit coupled with problem-analysis and problem-solving abilities
- Work under pressure; quickly learn new concepts.

Work Environment, Physical or Mental Abilities

Work Environment:

- Requires prolonged sitting, use of telephone and terminals, frequent contact with employees, and some public contact
- Requires mobility to various areas of the Commission.

Physical Ability:

- Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

<i>Mental Ability:</i>

- Ability to communicate clearly and tactfully, read and follow written and oral instructions, change tasks, and work with multiple task assignments.

Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Personal Contacts:

Has daily contact with Commission management and staff.

Level of Responsibility – Actions and Consequences

Failure to use good judgment in handling sensitive and confidential information could result in confidential and/or incorrect information being released to unauthorized persons and may result in adverse actions.

MANAGER/SUPERVISOR STATEMENT:

I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

Manager/Supervisor Name (Print)	Manager/Supervisor Signature	Date

EMPLOYEE STATEMENT:

I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

Employee Name (Print)	Employee Signature	Date