

DUTY STATEMENT

Employee Name:	Position Number: 580-152-1401-001
Classification: Information Technology Associate (Client Services)	Tenure/Time Base: Permanent/Full Time
Working Title: Customer Service Technician	Work Location: 1616 Capitol Ave, Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Data Center Operations and Services Branch / Customer Service Section

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating customer focused solutions that are responsive and agile; supporting a modern infrastructure, tools, architecture, and standards; to effectively provide efficient services following service level agreements. The Information Technology Services Division (ITSD) leverages data and technology to create sustainability across CDPH by creating efficient solutions that meet customer expectations and reduce waste. As well as, creating innovative solutions, strengthening partnerships and collaborations, and embracing technology.

The incumbent works under the general supervision of the Information Technology Supervisor II, Unit Chief in the Customer Service Section (CSS). The Information Technology Associate (ITA) is responsible for providing first-level Information Technology (IT) support for all CDPH employees, who may include, both state and contract staff. The ITA provides the overall installation, maintenance, and administration of IT resources in support of a centralized IT environment, working for the CSS, within the Data Center Operations Services Branch.

The ITA diagnoses and resolves hardware, software, connectivity issues, and provides support for GenAI productivity tools. The ITA prioritizes their work, resolves hardware/software and connectivity issues, and elevates issues to higher level support staff. The ITA assists in the support of the day-to-day operations and maintenance of all IT hardware, software, and peripherals. The ITA must adhere to state IT standards and policies at both the Department and state level.

The ITA performs duties in the Client Services and Software Engineering domains.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: 5% Occasional travel for site visit or meeting.
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☒ Other: Requires prolonged periods of sitting, keyboard use, and monitor viewing. May require occasional lifting of IT equipment (up to 25 lbs.)

Essential Functions (including percentage of time)

- 25% Provides Tier 1 support as part of the ITSD Help Desk. Receives incoming calls for CDPH staff seeking support. Responds to incoming inquiries and support tickets related to standard hardware/software issues, and departmentally approved GenAI tools. Assists end users with onboarding, troubleshooting, and best practices for GenAI business productivity tools within the web apps, desktop apps, and enterprise applications. Applies structured Tier 1 troubleshooting techniques to identify, research, and resolve generalized technical issues and GenAI adoption challenges. Utilizes the IT Service Management (ITSM) ticketing system to log, track, route, and maintain service requests through the complete incident lifecycle. Escalates unresolved or higher-complexity issues to Tier 2 support or the appropriate specialized IT team in a timely manner. Confirms end-user satisfaction and verifies successful resolution prior to closing service tickets.
- 25% Performs well-defined tasks requiring occasional innovative problem-solving within technology governance and process improvement guidelines. Updates ITSD controls to ensure systems and databases remain available; enhances and maintains information technology software solutions; gathers, documents, and reviews system requirements and specifications to align with technological modernization strategies that support CDPH programs.

- 20% Conducts baseline research and gathers user requirements to assist in evaluating GenAI capabilities, GenAI features, system upgrades, and process improvements. Performs routine installation, configuration, maintenance, patching, and provisioning of workstations, mobile devices, operating systems, and peripheral hardware. Maintains user accounts, passwords, security groups, and permissions in accordance with CDPH information security standards and departmental policy. Ensures endpoint compliance with departmental security, endpoint protection, and standard software configuration baselines.
- 15% Maintains and updates end-user documentation such as standard operating procedures (SOPs), frequently asked questions (FAQs), quick-reference guides, and self-service help articles for GenAI business productivity tools and GenAI-related workflows. Contributes solution articles and revisions to the internal Help Desk Knowledge Base to strengthen first-contact resolution and support user self-sufficiency. Promotes responsible and ethical GenAI adoption by referencing and distributing CDPH-approved usage guidelines and governance frameworks. Routes GenAI integration inquiries and workflow-enhancement requests to the appropriate program or technical team.
- 10% Receives, tags, logs, ships, and tracks IT equipment and hardware assets for CDPH headquarters and field offices. Prepares legacy or surplus hardware for decommission and disposal in accordance with state and departmental asset management guidelines.

Marginal Functions (including percentage of time)

- 5% Performs other job-related duties as assigned.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: D.S.

Date: 8/31/26