



## Job Description

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**Classification: Information Technology Associate**

**Working Title: Service Desk Technician**

**Position Number: 358-532-1401-005**

**Division/Unit: Information Technology Services Division / Operations Support**

**Assigned Headquarters: Sacramento Headquarters**

**Position Eligible for Telework (Yes/No): Yes**

### Job Description Summary

Under general supervision of the Information Technology Services Division (ITSD) Service Desk & Field Support Information Technology (IT) Supervisor II, the Service Desk Technician will serve as a member of the IT Service Desk and will provide technical and administrative support for the California State Lottery's (Lottery) end user computing devices and office productivity software. The duties for this position are focused in the Client Services domain; however, work may be assigned in other domains as needed.

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**35% (Essential)** Working independently as well as in a team environment, provides first-level technical support for the IT Service Desk and is responsible for serving as initial point-of-contact for Lottery customers seeking technical assistance over the phone, via email, or at the IT Service Desk Counter. Performs remote troubleshooting through diagnostic techniques; walking the Lottery customer through the problem-solving process; and creating and managing client services tickets for documentation, support, and ticket escalation.

**30% (Essential)** Participates in the full lifecycle of end user device solutions including evaluation, procurement, documentation, configuration, provisioning, training, security, tracking, and support for an end user computing environment. Installs and configures new or replacement computer equipment and peripherals. Installs and configures system and application software. Updates computers with new software or hardware images as they become available or as needed to mitigate problems. Creates and follows required documentation as it relates to inventory, software license tracking, and equipment replacement and returns. Performs end user device troubleshooting and documentation, which includes hardware and software issues. Calls and schedules hardware and software maintenance for repair of defective equipment under maintenance or warranty with the appropriate vendors. Performs administrative tasks for each system such as monitoring automated processes, issues or problems and reporting/escalating issues for troubleshooting or remediation.

**30% (Essential)** Participates in special projects with peers and attends project related meetings. Communicates with Service Desk & Field Support Services IT Supervisor II, Operations Support Manager and team members to provide status on tasks and projects. Prepares written status reports and end user documentation and training material.

**5% (Marginal)** Perform other job-related duties as assigned such as but not limited to: providing information technology consultation in support of business programs; providing metrics on service level agreements;



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coordinating and consulting with users, administrators and engineers to identify business and technical requirements; assisting any new personnel with training for the unit.

### Scope and Impact

- a. **Consequence of Error:** ITSD is responsible for delivering high-quality technology services and solutions that enable the business to achieve its goals and objectives. With over 1,000 staff located in offices throughout the state, the Lottery's sole mission is to provide supplemental funding for California's public schools and colleges. While the Lottery is a public agency, it receives no public funding. Instead, all operating and administrative expenses are raised through the responsible sales of our games. Disruptions that impact revenue generation would significantly affect the Lottery's ability to achieve its mission. In addition, incorrect data supplied to executives, upon which members rely for decision-making criteria, and/or unsupported recommended approaches or solutions could result in wasted resources and inefficient use of Lottery resources. Negative decisions on mission critical Lottery systems could result in outages where such failures would be a significant embarrassment to the Lottery, the Governor, and the State.

Errors, incomplete staff work, poor recommendations, and/ or poor decisions may result in the loss of or disruption of major service to customers and/or the inability of ITSD to meet business needs. As appropriate, staff must be available to respond to service outages that affect daily operations to ensure business continuity.

- b. **Administrative Responsibility:** None.
- c. **Supervision Exercised and Received:** The Service Desk Technician is under general supervision and receives most assignments from the Service Desk & Field Support IT Supervisor II; however, direction and assignments may also come from the extended ITSD management team. This position does not supervise others.
- d. **Personal Contacts:** The Service Desk Technician interacts with various levels of Lottery executives, managers, stakeholders, business areas, staff, vendors and consultants, and other state agencies.

### Physical and Environmental Demands

The Service Desk Technician is required to lift and move PC equipment (which can weigh 30 pounds or more) using a wheeled cart.

### Working Conditions and Requirements

The Service Desk Technician will work in a fast-paced environment, with competing priorities, and critical deliverables.

- a. **Schedule:** This position supports the Lottery during normal business hours from 8:00 a.m. to 5:00 p.m. unless otherwise approved by the unit manager. May require occasional work after hours, on weekends, and on holidays.
- b. **Travel:** Statewide overnight travel may be required.



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- c. **Other:** This position may be required to carry a Lottery issued cell phone. This position may be required to be reachable outside of normal business hours.

**Effective Date:** **TBD**

**NOTE:** The statements contained in this job description 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. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or otherwise balance the workload.

**SUPERVISOR'S STATEMENT:**

- I have discussed the duties and responsibilities of the position with the employee.
- I have retained a copy of the signed duty statement.

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**Supervisor Signature**

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**Printed Name**

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**Date**

**EMPLOYEE'S STATEMENT:**

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without Reasonable Accommodation.
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

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**Employee Signature**

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**Printed Name**

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**Date**