

DUTY STATEMENT

Employee Name:	Position Number: 580-151-1401-031
Classification: Information Technology Associate (Client Services)	Tenure/Time Base: Permanent/Full Time
Working Title: Help Desk Client Services Associate	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: Application Technology and Support Branch/ Public Health Applications and Technology Section/ Public Health Information and Technical Support Unit

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.

Under general supervision of the Information Technology Supervisor (IT Sup) II, Public Health Information and Technical Support Unit (PHITSU), the Information Technology Associate (ITA) supports the operation, security, and maintenance of the Women, Infants and Children (WIC) web-based mission critical applications, database systems, and enterprise business applications that are hosted in the CDPH Tenant Managed Service Premium, the OTech Managed Cloud Service (MCS), and Vendor Hosted Services (VHS) datacenters. The ITA answers and resolves first and second level client incidences and requests; analyzes and documents business processes; formulates, delivers, and coordinates end-user training; installs, configures, maintains, and troubleshoots applications; and diagnoses and resolves hardware, software, and network connectivity issues for thousands of customers statewide as a first line contact within the WIC/ITSD Technical Support Help Desk. The ITA ensures adherence to the software development life cycle (SDLC).

The ITA performs duties within the Client Services, Business Technology Management, and Software Engineering domains.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Occasional (less than 5%) to CDPH remote offices.
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☒ Other: Occasionally work after hours.

Essential Functions (including percentage of time)

35% Answers information technology (IT) Help Desk calls and provides operational support to CDPH's most visible and mission critical application and database systems, MIS systems, web portals, SharePoint sites, Emergency Notification System (ENS), and Virtual Contact Center call tree management software. Assists other IT staff to maintain statewide network connectivity between remote sites including, but not limited to, California Department of Technology (CDT) and local agency administrative locations, program office, and vendor sites. Performs extensive probing and root-cause analysis to determine the source and scope of complex problems.

Provides technical support and assists troubleshooting TCP/IP hardware, routers (including IP addressing, ACL, and NAT pool configuration), LAN/WAN/SD-WAN connectivity, CGEN networks, and thin client workstations to answer and solve IT problems and issues from local agency and WIC authorized retailer users.

Works with local agencies in resolving IT problems and system outages. Provides regular status updates and feedback on help tickets and notifies users about system availability or issues. Resolves incidents and problems efficiently, recognizes customers' technical competency levels and adapts the solutions approach accordingly. Consults and collaborates with other IT sections or state agency staff, as needed, to solve problems or if necessary, escalates the problem to the appropriate entity for resolution within required timeframes.

Documents actions and resolutions in ticketing systems and closes out resolved tickets. Monitors ticket incident and requests queues, triaging for priority, assignment, classification, escalation, and routing. Ensures progress on unresolved issues, informs management of system outages, and sends email notifications to customers, peers, and management about outage status. Performs analysis and troubleshoots complex software, hardware, and network problems prior to escalating to advanced technical support. Enters, updates, and tracks all customer phone calls and emails to ensure tickets are appropriately documented and routed for distribution. Initiates changes to Help Desk processes by researching, tracking, and advising management of industry standards and best practices. Develops and provides reports of Help Desk performance and compiles statistical information as needed.

- 25% Performs well-defined tasks requiring occasional innovative problem-solving within technology governance and process-improvement guidelines. Develops and updates ITSD controls to ensure the availability of systems and databases; enhances and maintains IT software solutions; and gathers, documents, and reviews system requirements and specifications aligning with technological modernization strategies in support of CDPH programs.
- 15% Works with all areas of IT and users to complete SDLC and/or project-related tasks, which may include identifying IT solutions and resolving implementation issues. Works with diverse technical and non-technical staff and management at local, state, and federal agencies. Acts as a liaison between business, CDT, vendors, and other stakeholders.
- 10% Assists users in testing activities as needed by training and/or troubleshooting. Develops test reports based on test results and works with the team to ensure all identified defects are documented in the ticketing tracking system and tracked until fixed and re-tested. Reviews test reports and project deliverables that include, but are not limited to, knowledge transfer from vendors/contractors to state staff as necessary, system maintenance manuals, database diagram, disaster recovery, and user manual guides, to ensure proper structure and adherence to departmental standards and system functional requirements.
- 10% Designs, develops, and maintains PHITSU training plans, user manuals, job aides, instructions, and procedures for systems users and state IT and Help Desk staff and other training material for systems and applications built and/or maintained by the Application Technology and Support Branch (ATSB) for stakeholders. Assists on a wide range of special projects to test, analyze, and evaluate new products, solutions, or enhancements and new IT services.

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: EHerndobler

Date: 1/24/25