

Duty Statement – Workforce

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Duty Statement

☐ Current ☒ Proposed

RPA Number:	Classification Title: IT Associate	Position Number: 673-860-1401-965
Incumbent Name: Vacant	Working Title: Tech Support Technician	Effective Date: TBD
Tenure: Permanent	Time Base: Intermittent	Intermittent Hours Per Month: 1500 per calendar year
Division/Office: Office of Information Services	Section/Unit: Riverside Tech Support Section	Reporting Location: Riverside
Supervisor's Name: Thuan Nguyen	Supervisor's Classification: IT Supervisor II	CBID: R01
Confidential Designation: ☐ Yes ☒ No	Designated Position for Conflict of Interest: ☒ Yes ☐ No	Position Telework Eligible: ☒ Yes ☐ No
Supervision Exercised: ☒ None ☐ Lead		

General Statement

The IT Operations and Support Branch (ITOSB) is responsible for the implementation, enhancement, and maintenance of CARB's office automation, computer systems and supporting enterprise infrastructure. CARB's network, desktop, telecom, and enterprise systems support more than 2000 users in Sacramento, Riverside, laboratories and other remote sites. ITOSB provides support of IT assets, lab equipment, desktop computers and printers, email/calendaring, service desk support, technical support, and level 1 network. ITOSB also supports all CARB VoIP, video and data communications services. The section also bears primary responsibility for maintaining and operating the underlying enterprise platforms, including servers and systems software that host these systems and databases, and CARB's extensive Internet and Intranet websites.

The Riverside Technical Support Section is responsible for the deployment and maintenance of desktop support services, including all hardware and software support pertaining to CARB end user workstations and peripheral equipment.

Competencies

All employees are responsible for understanding and demonstrating the core competencies of collaboration, communication, customer engagement, digital fluency, diversity and inclusion, innovative mindset, interpersonal skills, and resilience

Position Description

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Under supervision of the IT Supervisor II (IT Sup II) of the Riverside Tech Support within the ITOSB, the IT Associate (IT Assoc.) performs analytical work of average difficulty in support of CARB's IT systems.

The incumbent must communicate effectively, be well-organized, and be able to track and complete multiple assignments concurrently, while establishing and maintaining constructive professional relationships with management, customers, peers and vendors.

INFORMATION TECHNOLOGY DOMAINS:

- ☐ Business Technology Management
- ☐ Information Security Engineering
- ☐ IT Project Management
- ☐ Software Engineering
- ☒ Client Services
- ☐ System Engineering

% of Time	Essential Functions
25%	Assists Tech Support - Riverside staff in their daily tasks, this includes, but is not limited to, responding to Service Desk tickets, analyzing, troubleshooting, documenting solutions, learning with other co-workers, and acting as a liaison between Riverside end users and OIS technical staff. Assists and analyzes hardware/software problems, upgrade and maintain standard CARB hardware/software, image more complex workstation desktops. Support technical program staff and system users by providing subject matter advice and technical information. Review, analyze and provide recommendations or solutions regarding workgroup computing issues.
25%	Manage IT hardware inventory for SoCal sites, perform printer maintenance, pickup/deliver hardware, software, and toner; assist with surveying out old equipment.
15%	Analyze and troubleshoot basic telecom/network problems, wire office locations for voice, data services using specialized tools. Assist in any necessary intra-building fiber optics networks and computer systems throughout Riverside campus.
10%	Assist with degaussing and deleting information on hard drives and CDs/DVDs in support of CARB Program areas.
10%	Assist in Audio Visual services at Riverside building
10%	Assist on a wide range of special projects to test and evaluate methods of integrating workstations and new IT services into the existing communications systems and IT environment available at the CARB.

% of Time	Marginal Functions
5%	Assist to develop and update software and hardware standards in support of the CARB's IT environment. Information Security Engineering: Ensures security controls are met throughout the lifecycle for all IT assets.

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Typical Physical Conditions/Demands

Work is performed in a climate-controlled office environment.

Requires prolonged periods of sitting at a desk and working on a computer.

Involves frequent use of standard office equipment such as computers, phones, copiers, and printers.

May require occasional lifting and carrying of materials weighing up to 25 pounds.

Requires visual acuity to read and prepare documents and use a computer screen.

Typical Working Conditions

Work is performed in a climate-controlled office environment.

Involves prolonged periods of sitting at a desk and working on a computer.

May require frequent interaction with staff, stakeholders, or the public via phone, email, or video conferencing.

Noise levels are typically low to moderate.

May involve occasional travel to attend meetings or trainings.

Special Requirements of Position (Check all that apply):

- ☐ Duties may require pre-employment and routine screenings (background/criminal/fingerprint clearance, drug testing, fingerprinting, physical, etc.).
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ Requires repetitive movement of heavy objects and/or operation of heavy machinery or motorized vehicles.
- ☐ Travel up to _____ percentage
- ☐ Bilingual Fluency needed in _____(language)
- ☐ Other-

Supervisor Statement

I certify that this duty statement accurately describes the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name:	Supervisor Signature:	Date: Date
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Employee Statement

I have discussed these duties with my supervisor and have been provided a copy of this duty statement. I certify that I have read, understand, and can perform the duties of this position either with or without reasonable accommodation*.

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** Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity. (If you believe reasonable accommodation is necessary, check yes. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Reasonable Accommodation Coordinator.)*

Do you need reasonable accommodation to perform the essential functions of this position? ☐ Yes ☐ No		
Employee Name:	Employee Signature:	Date: Date