State of California – Natural Resources Agency
DEPARTMENT OF PARKS AND RECREATION

DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
IT Division	IT Associate	549-073-1401-009
DISTRICT/HQ SECTION	**WORKING TITLE**	**CBID**
IT Customer Support Services	IT Associate	R01
SECTOR/HQ UNIT	**REPORTING LOCATION**	**INCUMBENT**
IT helpdesk	HQ-Sacramento	
STATE HOUSING: (Check one)		**IMMEDIATE SUPERVISOR**
☐ Housing is required ☐ Housing may be required ☒ Housing is not available		IT Supervisor II

SENSITIVE POSITION DESIGNATION: (Check if applicable)

☐ Sensitive Position as designated by the Department per California Code of Regulation (CCR) 599.961

POSITION DESCRIPTION

Under the general supervision of the Information Technology Supervisor II, the Information Technology Associate serves as a member of the Department's Information Technology Division and provides technical support and services within the Client Services and Business Technology Management domains. The incumbent performs a variety of technical support activities involving desktop hardware and software, user accounts, technology inventory, endpoint management, application deployment, and resolution of information technology incidents and service requests.

The Department operates a large, distributed, multi-platform information technology environment supporting approximately 5,000 users throughout California. The incumbent works with Help Desk, field support, network services, systems administration, security, and other IT staff to provide reliable and secure technology services to Department employees. Duties are performed in accordance with established Department procedures, State information technology policies, security requirements, and applicable standards.

ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.

ESSENTIAL FUNCTIONS:

%	TASK/DUTIES
35%	**Client Services and Technical Support** Provides first- and second-level technical support to Department employees for routine hardware, software, account, connectivity, printing, email, and other desktop technology issues. Receives, documents, research, troubleshoots, and resolves client incidents and service requests through the Department's Help Desk ticketing system. Installs, configures, maintains, repairs, and replaces desktop computers, laptops, monitors, printers, peripheral equipment, and other information technology devices following established procedures. Provides remote and onsite technical support to Headquarters, district offices, and field locations. Troubleshoots and resolves routine hardware and software issues and escalates complex problems as needed. Assists with workstation deployments, equipment replacements, software installations, operating system upgrades, and technology refresh activities. Installs and maintains approved software, security tools, configurations, and desktop images to ensure systems remain operational, secure, and compliant with Department standards.

25%	**User Account, Endpoint, and Technology Inventory Management** Performs routine user account administration activities in accordance with established procedures and security requirements. Assists with the creation, modification, disabling, and maintenance of user accounts and access permissions. Supports account provisioning and deprovisioning activities through Department-approved identity and access management processes, including SailPoint and Active Directory, as assigned. Maintains technology inventory records for computers, mobile devices, peripherals, and other IT equipment, including assignments, transfers, replacements, and retirement. Performs routine endpoint management, including software deployment, patching, configuration changes, security updates, and compliance checks in accordance with Department policies and standards.
20%	**Systems, Software, and Application Support** Installs, configures, tests, maintains, and deploys approved desktop products and software applications in accordance with established procedures. Assists with testing new software versions, operating system updates, patches, drivers, and desktop configurations before deployment. Documents test results and reports problems or compatibility issues to appropriate IT staff. Performs routine software configuration, data import/export, system monitoring, and troubleshooting. Identifies and resolves routine system and application issues, escalates complex problems, and maintains technical documentation and support records.
10%	**Information Technology Operations, Security, and Special Projects** Assists with the monitoring and maintenance of Department information technology systems and services to support system integrity, availability, and performance. Performs routine operational checks and follows established procedures for responding to system alerts, service interruptions, security issues, and other technical problems. Supports IT security requirements by maintaining approved security configurations, applying updates, verifying endpoint protection, and assisting with vulnerability remediation in accordance with Department policies and State IT standards. Assists with technology projects, equipment deployments, system upgrades, testing, troubleshooting, and scheduled maintenance activities.
5%	**Professional Competency and Communication** Maintains and develops technical knowledge through appropriate training, staff meetings, professional development activities, and hands-on experience. Keeps current with Department-approved hardware, software, operating systems, endpoint management tools, security practices, and information technology procedures. Maintains effective communication with customers, IT staff, management, vendors, and other stakeholders. Provides clear and professional explanations of technical issues and solutions. Prepares and maintains accurate documentation, service records, technical notes, and other administrative materials necessary to support Department operations.

MARGINAL FUNCTIONS:

%	TASK/DUTIES
5%	Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and trainings and prepare administrative paperwork to meet operational needs.

TYPICAL WORKING CONDITIONS

Work is typically performed in an office/helpdesk environment at Department Headquarters in Sacramento. Duties require extensive use of a computer, telephone, and other standard office equipment. The incumbent may be required to lift, carry, and move desktop computers, monitors, printers, and other IT equipment weighing up to 35 pounds, and may need to bend, kneel, or reach to install, troubleshoot, or service equipment under desks or in equipment rooms. Some local travel to district offices or field locations for onsite technical support may be required.

TELEWORK DESIGNATION
This position is designated as: (Check one)

☒ Telework Eligible – Office Centered ☐ Telework Eligible – Remote Centered ☐ Not Telework Eligible

SPECIAL REQUIREMENTS:
Possession of a valid class C driver's license is required.

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 the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.

SUPERVISOR STATEMENT:
I CERTIFY THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF 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 (PRINT OR TYPE)	**SUPERVISOR SIGNATURE**	**DATE**
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EMPLOYEE STATEMENT:
I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.

EMPLOYEE NAME (PRINT OR TYPE)	**EMPLOYEE SIGNATURE**	**DATE**