



Duty Statement

Classification: **Information Technology Technician**

Position Number: **275-812-1400-008**

HCM#: **2099**

Branch/Section: **Information Technology Services Branch / Technology Infrastructure Services Division / Customer Technologies Support / Enterprise Desktop Support Section / Technology & Voice Desktop Support Unit**

Location: **Sacramento, CA**

Working Title: **Desktop Support Technician**

Effective Date: **October 1, 2026**

Collective Bargaining Identifier (CBID): **R01**

Supervision Exercised: ☐ Yes ☒ No

Telework: ☒ **Office-Centered** ☐ **Remote-Centered** ☐ **Not Eligible**

Information Technology Service Branch (ITSB) is a key member of the CalPERS executive management team and provides most, if not all, of the technology services that support the CalPERS lines of business. The organization includes a data center, programming maintenance and development staff, business development including business relations, business process improvement and project and portfolio management. ITSB is committed to providing technical leadership, increased business alignment, talent, transparency, and accountability in support of all of the CalPERS strategic business objectives.

Under initial close supervision of the Information Technology Supervisor II of the Enterprise Desktop Support Section, within the Technology & Voice Desktop Support Unit, this position provides hands-on desktop support within the Information Technology Services Branch's Technology Infrastructure Services Division. It installs, troubleshoots, and maintains desktop computers, mobile devices, peripheral equipment, and software for assigned users; assists with incident resolution; and helps maintain inventory, procedures, and user support materials. The role also supports team coordination, basic script or utility development, and user training to keep the desktop environment operating effectively.

Essential Functions

Regular and consistent attendance in the office at least three days a week for teamwork, in-person collaboration, personal interactions with members, stakeholders, and other team members, cross-functional communications within CalPERS. In-person collaboration is essential to promote and foster innovation, creativity, and complete engagement by the team. Coordinating work in person allows the teams to stay functional and aligned with the work of others. Being present in the office is essential to allow for immediate accessibility for discussions, questions, mentoring, or strategy sessions between team members.

- 45% Onsite¹ and virtually, learn and perform a variety of less complex technical skills to assist assigned client division users with requests. Utilize information technology resources such as established unit procedures, internet searches, vendor documentation, team documentation, and guidance from journey-level team members, to address everyday business needs to include: install, de-install, upgrade, and support personal desktop computers, peripheral equipment, mobile devices and software to fulfill user needs. Coordinate and communicate with other ITSB team members, customers, and occasionally vendors, for technical information to fulfill requests. Write draft procedures, and update existing procedures, in support of the desktop personal productivity environment. Assist users with related environment training as needed.
- 25% Onsite and virtually, learn and perform a variety of trouble-shooting skills to assist assigned client division users with incident resolution. Utilize multiple tools such as internet searches, knowledgebase for fixes, vendor documentation, team documentation, incident logs, and guidance from journey-level team members and other ITSB team members resources to: Provide problem identification and skill-level appropriate incident resolution. Escalate and seek technical advice on incidents for learning opportunities to include software and application failures, data restoration, and PC / personal device hardware failures and repairs.
- 20% Onsite and virtually, learn and perform inventory and asset management to include: Assist with inventory work efforts, organize storage rooms and move equipment, count stock, and surplus equipment. Follow asset tracking procedures and provide updates to maintain all unit-level databases. Learn and develop special purpose or utility applications/scripts for the PC / LAN Administration and software installations. Learn and perform desktop device hard drive wiping/destruction as required.
- 5% Onsite and virtually, participate in team meetings to gain technical experience of the unit's roles and responsibilities. Provide verbal and written status updates as necessary. Assist on unit work efforts as deemed appropriate and approved by leads to gain technical experience as needed.
- 5% Onsite and virtually, performs other duties as assigned and appropriate for this classification.

Working Conditions

- ¹ This position is designated as office-centered and works primarily onsite at the Sacramento, CA - Headquarters at least three weekdays.
- Workstation is located in a standard multi-level office building accessible by stairs and elevator, with artificial light, height-adjustable desk, and adjustable office chair.

- Prolonged reading and typing on a laptop or keyboard and monitor.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance.
- Ability to demonstrate punctuality, initiative, and dependability.
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance).
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name (Print):

Employee Signature:_____ **Date:**

I certify that the above accurately represent the duties of the position.

Supervisor Signature:_____ **Date:**