State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE:	CLASSIFICATION: Information Technology Associate	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Office of Policy & Administration/ Information Technology/ Enterprise Data & Technology Services/ Technical Services/ Service Desk Support	POSITION NUMBER: 163-161-1401-005 (10500)	CBID: R01
TENURE: Permanent	TIME BASE: Full-Time	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: ☐ 6 Mos. ☒ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Information Technology Supervisor II	CONFLICT OF INTEREST CATEGORY: ☐ Yes ☒ No	DMV PULL PROGRAM: ☐ Yes ☒ No

1. SUPERVISION RECEIVED:
   The Information Technology (IT) Associate is under the general supervision of the Service Desk Support Supervisor, IT Supervisor II.

2. SUPERVISION EXERCISED:
   N/A

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):
   Physical tasks include sitting for extended periods at a computer workstation in an office with artificial light and temperature control. Travel in automobile, commercial aircraft, and public transportation. Must be able to lift computer equipment and related items that weigh up to 50 pounds for extended periods.

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
   This position requires professionalism in dealing with California Governor's Office of Emergency Services (Cal OES) department managers/supervisors/employees, other state/local agencies, and federal government to provide technical information, to solve IT problems, discuss operational or business needs and systems requirements. This position may act as a liaison with outside contractors and vendors who are providing goods or services to Cal OES and will require a high degree of originality to turn functional requirements into working department-wide solutions.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
   Cal OES is responsible for disaster response, planning, preparedness and training. This position holds a high-level responsibility for the security and integrity of information throughout the department. Failure to perform duties of the position effectively could result in loss of critical information for the mission and the department.

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
   When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:

   May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams

(CONTINUED)- EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers). May be required to participate in emergency drills, training, and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:
The IT Associate (ITA), under the general supervision of the Service Desk Support Supervisor (IT Supervisor II), provides front-line client support within the Cal OES statewide enterprise environment. The incumbent delivers technical assistance to end users through the Service Desk, supports a wide range of endpoint technologies and enterprise applications, and assists with routine system access, connectivity, and device troubleshooting. The position participates in the maintenance and support of IT service management tools and processes, including service catalog operations, and collaborates with technical teams to ensure effective service delivery. The ITA applies fundamental IT concepts, follows established procedures, and contributes to a high-quality customer service experience in a fast-paced operational setting.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
30%	Troubleshoots and resolves performance issues on Cal OES networked personal computers, mobile devices, related software, and equipment. Installs hardware and software on Windows-based PCs, mobile devices and IT support devices. Assists with agency-wide computer, mobile device, and software upgrades and participates in staff relocation assignments.
30%	Provides hands-on and telephone technical assistance to all Cal OES staff. Supports daily maintenance of service catalog items by processing requests, performing routine updates, and troubleshooting catalog-related issues. Prepares user operating instructions knowledge base articles and delivers on-the-job training as needed. Participates in meetings to support client service needs. Follows enterprise IT standards for documenting and resolving issues using the IT service management application.
20%	Participates in the coordination and support of IT technologies across Cal OES, including personal computer deployments, telepresence support, and software distribution. Assists in gathering user needs, testing new equipment, and providing feedback to improve services. Works closely with Field Operations, Infrastructure Operations, and the Information Security Operations staff to ensure consistent and effective client support.
15%	Serves as an IT Duty Officer, remaining available to respond immediately to contact from Cal OES Management or the State Warning Center. Reports to duty in a fit and able condition when requested and provides required IT support during operational period. Maintain professional and technical knowledge by attending educational workshops; viewing professional publications; establishing personal networks; and participating in professional societies in order to have the latest expertise in the IT client services field. Use this expertise to solve complex problems to meet the department's goals. Prepare recurring and non-recurring internal reports as required. Represent the department at meetings. Serves on committees and on scene emergency operations for emergency or urgent operational needs.
Percent of Time	MARGINAL FUNCTIONS
5%	Other Job-Related Duties as Required The incumbent will perform other job-related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not be limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, Empower time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and attendance at staff meetings. Assist the department in handling public inquiries and support in the planning and coordination of regional and multi-jurisdictional emergency preparedness exercises and drills.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	☐	☐	☐	☒	☐
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☐	☒	☐
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☐	☐	☒	☐
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☐	☒	☐	☐
SITTING: At a computer terminal or desk; conferring with employees.	☐	☐	☐	☒	☐
STANDING:	☐	☐	☒	☐	☐
BALANCING:	☐	☐	☒	☐	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☐	☐	☒	☐
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☐	☒
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	☐	☐	☐	☐	☒
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☐	☐	☒	☐
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☐	☐	☒	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☐	☐	☒	☐	☐
KEYING: Pushing buttons on telephone; typing; copying.	☐	☐	☐	☐	☒

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
REACHING: Answering phones.	☐	☐	☒	☐	☐
CARRYING: Distributing mail; reports; stocking supplies.	☐	☒	☐	☐	☐
CLIMBING: Stairs	☐	☒	☐	☐	☐
BENDING AT WAIST:	☐	☒	☐	☐	☐
KNEELING:	☐	☒	☐	☐	☐
PUSHING OR PULLING:	☐	☐	☒	☐	☐
HANDLING: Documents, manuals	☐	☐	☒	☐	☐
DRIVING:	☐	☒	☐	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☐	☒
WORKING INDOORS:	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☒	☐	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☐	☐	☐	☒	☐

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

_____ _____

Employee's Signature *Date*

I certify that the above accurately represents the duties of the position:

_____ _____

Supervisor's Signature *Date*

_____

Civil Service Title