California Department of Education
Human Resources Division
HRD-002 (Revised 06/2024)

☐CURRENT
☒PROPOSED

PR LOG #:

DUTY STATEMENT

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
INFORMATION TECHNOLOGY ASSOCIATE	

BRANCH
Information & Technology Branch

DIVISION	OFFICE
Technology Services Division	Technical Operations and Support Office

CBID	WWG	PCN	POSITION NUMBER	SPECIFIC LOCATION
R01	2	2523	174-291-1401-012	Sacramento

PROBATIONARY PERIOD	TENURE	TIME BASE	BILINGUAL POSITION
12 Months	Permanent	Full-Time	No

TELEWORK OPTION	SAFETY SENSITIVE POSITION	CONFLICT OF INTEREST CLASSIFICATION
Hybrid	No	Yes

DIRECTION STATEMENT AND GENERAL DESCRIPTION OF DUTIES

Under the supervision of the Information Technology Supervisor II, the Information Technology Associate performs a variety of tasks in connection with the analysis, development, procurement, deployment, and support of the department's standard desktop computing systems, with emphasis on software licensing, asset management tracking, software procurement, and installation. The incumbent will be the technical specialist for software licenses and maintenance agreements for software products utilized by the department.

The incumbent also provides direct assistance to department staff experiencing problems with computing systems and performs a variety of technical duties related to the support and maintenance of end-user applications. This position's duties fall within the Business Technology Management and Client Services domain.

CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS

All employees are expected to work cooperatively with others, maintain regular, consistent, predictable attendance, and possess integrity, initiative, dependability and good judgment.

SUPERVISION BY

The incumbent reports directly to the Information Technology Supervisor II of the Client Services Support Unit.

SUPERVISORY RESPONSIBILITIES

None

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Work is performed in an office environment and requires the incumbent to operate standard office equipment, computers, keyboards, mice, as well as reviewing printed and digital documents. Must be able to sit or stand for extended periods of time, and be able to bend, kneel, and lift up to 20 lbs.

ESSENTIAL/NON-ESSENTIAL FUNCTIONS

Relative % of Time Required: 50 ☒ Essential Function ☐ Non-Essential Function

Duties Performed

SOFTWARE LICENSE MANAGEMENT AND ASSET INVENTORY – Maintains and oversees the management of software licensing and subscriptions for the department and assists in the coordination of software procurement and deployment. Verifies, approves, tracks the usage, movement, and life cycle of licenses. Ensure appropriate quantities are purchased and proper licensing agreements or models are selected to optimize software benefits to the department. Duties include: Monitor, analyze, and optimize software license procurements and agreements, and evaluate cost-saving options. Maintain effective working relationships with major software publishers and vendors to support negotiations for new agreements and modifications to existing agreements. Conduct internal software license audits to identify variances between purchased and deployed software and ensure departmental compliance. Maintain and update the software asset database, troubleshoot licensing discrepancies, monitor shared mailboxes, and respond to software-related inquiries. Coordinate the deployment and installation of software and licenses. Serve as an authorized receiver of departmental technology hardware and software by receiving, inspecting, and validating delivered IT assets. Use IT service management tools to compile and maintain accurate inventory records, including asset value, type, quantity, warranty expiration, depreciation, and surplus status.

Relative % of Time Required: 30 ☒ Essential Function ☐ Non-Essential Function

Duties Performed

FIRST-LEVEL SERVICE DESK PHONE SUPPORT – Provides first-level telephone support to department employees experiencing technical issues. Receives, evaluates, documents, and processes incidents and requests using the automated tracking system; resolves issues within established procedures and assigns work orders requiring advanced support to second-level staff.

Collaborates with technically trained staff to complete assigned projects, complex tasks, and groups of related activities. Serves as an active contributor on special task forces and project teams established to accomplish specific organizational objectives. Maintains automated asset-management and call-tracking and reporting systems, as well as desktop-management tools. Develops and maintains clear, accurate documentation of processes and workflows.

Relative % of Time Required: 15 ☒ Essential Function ☐ Non-Essential Function

Duties Performed

SOFTWARE FISCAL TRACKING AND FORECASTING – Tracks the fiscal costs of software and IT maintenance agreements used throughout the department and forecasts the costs in upcoming years. Works with the division’s budget analyst to ensure funding is reserved for software purchases. Produces reports for management to show completed, pending, and future software purchases and IT maintenance agreements with associated fiscal costs.

Relative % of Time Required: 5	☒ Essential Function	☐ Non-Essential Function

Duties Performed

RESEARCH AND OTHER DUTIES – Researches, evaluates, and reports on new and emerging technologies that may have an impact on software license management, desktop, or portable computer users. Develops, maintains, and/or updates procedures to train new staff. Also performs other job-related duties and assignments as required.

Relative % of Time Required:	☐ Essential Function	☐ Non-Essential Function

Duties Performed

Relative % of Time Required:	☐ Essential Function	☐ Non-Essential Function

Duties Performed

SPECIAL/ADDITIONAL REQUIREMENTS AND DESIRABLE QUALIFICATIONS

• Experience handling vendor partnerships involved in software license, sourcing, contracts, and/or purchasing.
• Familiar with the principles and approach of Software Asset Management.
• Knowledge of vendor software contracts, licensing terminology, and software licensing rights, especially for major software vendors like Adobe and Microsoft.
• Experience with tracking and forecasting fiscal costs for software and IT maintenance agreements.
• Experience developing reports, dashboards, or tracking mechanisms for software expenditures, license utilization, renewals, and compliance.
• Understanding of cloud and subscription-based licensing models, including SaaS and consumption-based services.
• Strong analytical and organizational skills with the ability to manage multiple software agreements, renewal timelines, and procurement activities simultaneously.

PERSONAL CONTACTS

The incumbent will have daily contact with the CSSU supervisor, office staff members, and department staff requiring technical assistance.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the duties and requirements listed above, and I am able to perform these duties with or without an accommodation. (If you believe an accommodation may be necessary, or if unsure of a need for an accommodation, inform the hiring supervisor or the Accommodations Coordinator at Accommodations@cde.ca.gov.)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

MANAGER/SUPERVISOR ACKNOWLEDGEMENT

I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE

HRD C&P ANALYST	HRD APPROVAL DATE	EFFECTIVE DATE	DATE UPLOADED

This form will be kept in the employee's Official Personnel File.

Original - Classifications & Pay Office

Copies - Employee and Supervisor