Classification Title Information Technology Associate	**Board/Bureau/Division** Medical Board of California
Working Title Help Desk Associate	**Office/Unit/Section / Geographic Location** Information Systems Branch/Help Desk/ Technical Support - Sacramento
Position Number 629-151-1401-008	**Name and Effective Date**

GENERAL STATEMENT:

This position is in the Client Services, Business Technology Management, and Software Engineering domains. Under the general supervision of the Information Technology Supervisor II (Help Desk Supervisor), and the Chief Technology Officer for the Department of Consumer Affairs. The incumbent performs a variety of tasks associated with the technical support, installation, analysis, development, and implementation of personal computers and related software/hardware equipment for the Medical Board of California (Board) and associated clients. The incumbent provides technical support to the Board's licensees, applicants, and consumers using the Department of Consumer Affairs BreEZe system. Duties include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

70% Client Services (E)

- Resolve client incidents and requests via phone and email relating to Internal Software/Hardware Support for applications, computers, monitors, printers, copiers, mobile devices, headsets, and peripherals. Install, configure, maintain, and troubleshoot applications. Implement software that adheres to organizational enterprise requirements. (30%)
- Resolve client incidents and requests via phone or email relating to External MBC Application Support for Applicants, Licensees, and Consumers. (30%)
- Image and Deploy devices to end users. Sanitize and survey end of life devices. (10%)

10% Organizational Change Management (E)

- Implement policies, procedures, guidelines, and standards to ensure compliance with State and departmental rules and regulations utilizing various defined technology governance processes.
- Analyze, develop, and document business processes utilizing industry best practices and standard methodologies.
- Formulate, deliver, and coordinate end user training.

10% Business Technology Management (E)

- Track, monitor, and audit information technology assets (hardware and software) to maintain inventory accountability using standard asset management tools and techniques in compliance with the SAM and other applicable policies and regulations.

5% Software Engineering (M)

- Test software systems using test cases and test data to meet defined functional and non-functional requirements.

5% Miscellaneous (M)

- Attend planning and staff meetings, make presentations and perform other duties as required.

B. Supervision Received

The incumbent works under the general supervision of the Information Technology Supervisor II (Supervisor).

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent must provide the highest level of customer service during regular contact with all levels of department employees, representatives from other state agencies, representatives from vendors, and the public at large, including applicants, licensees, and consumers.

F. Actions and Consequences

Failure to perform assigned duties properly could affect the Board's ability to support staff, applicants, licensees, and consumers, jeopardizing the Board's mission and public trust. The consequence of errors or inaction may have a serious detrimental effect on the operating efficiency and effectiveness of the organization.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. The incumbent must have the ability to lift and move boxes weighing up to 25 pounds and various other large, heavy, and/or awkward items, also weighing up to 25 pounds, associated with job responsibilities.

H. Other Information

Incumbent must be able to work in a team environment, establish and maintain cooperative working relationships, use good judgment in decision-making, reason logically, exercise creativity and flexibility in problem identification and resolution, and manage time and resources effectively. Travel may be required to attend Board and Committee meetings and training held in various locations throughout California, as well as to district offices to install and maintain equipment. The incumbent is required to travel throughout a geographical area by various methods of transportation. It may be for one or several consecutive days.

Due to the nature of this position, the office hours are Monday - Friday as early as 7:00 a.m. and/or as late as 5:00 p.m. to ensure coverage during operating hours.

The incumbent must have the ability to work under changing priorities and deadlines, be able to reason logically and creatively and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives; research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

The incumbent must also demonstrate the ability to present a professional demeanor and communicate effectively.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Title 11, section 703(d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance with DCA's CORI procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the incumbent routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Required Technical Knowledge

Basic computer technical troubleshooting
Windows 10/11 usage and administration
Printer deployment via Group Policy
User maintenance in Active Directory
Security group administration in Active Directory
Department of Consumer Affairs Breeze System
Microsoft 365 suite administration
Verizon InContact system

Additional Performance Expectations:

Ability to work cooperatively with others
Ability to work efficiently
Ability to report to work on time

Ability to maintain consistent, regular attendance
Ability to work under changing deadlines
Ability to look and act in a professional manner
Ability to get along with others
Ability to exhibit courteous behavior towards others at all times
Ability to meet deadlines
Ability to perform tasks with minimal amount of errors
Ability to do completed staff work

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

_____
Employee Signature Date

_____
Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

_____
Supervisor Signature Date

_____
Printed Name

Updated:
10/2026