

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

	RPA #	C&P Analyst Approval	Date
Employee Name	Division Technology Services Division		
Position No / Agency-Unit-Class-Serial 461-134-1400-001	Unit Infrastructure Services Section/Hospital Services		
Class Title Information Technology Technician Working Title: Service Desk Technician	Location DSH-Patton		
Subject to Conflict of Interest ☐ Yes ☒ No	CBID R01	Work Week Group: 2	Pay Differential
Other			
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions Under initial close supervision of the Information Technology Supervisor I, the Information Technology Technician (ITT) performs routine support tasks within a limited scope typically involving one unit, function or process, following well-defined procedures in the Client Services domain. with guidelines for the Department of State Hospitals (DSH). The primary duties of the IT Technician lie within the Client Services domain of the IT Technician classification. This includes elements such as the full lifecycle of end-user device solutions including evaluation, configuration, provisioning, training, security, tracking, and support for an end-user computing environment.			
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first; percentage must total 100%. (Use additional sheet if necessary).		
45%	Responds to and triages IT service requests via phone, in-person, and electronic channels, guiding users through problem-solving steps and providing first-level support for desktop systems, laptops, mobile devices, peripherals, and Microsoft O365 applications. Duties include documenting and tracking issues in ServiceNow, resolving or escalating problems involving network connectivity, printing, and hardware functionality. Coordinating hardware and software maintenance or repairs with vendors. Supports DSH Business Partners with routine access and usability issues for systems including Active Directory, ADT, WaRMSS, ASSIST, Badge Access, and SharePoint. Provides front-line support for users of the Electronic Health Record system (e.g., access issues, navigation, peripheral connectivity).		
30%	Under initial close supervision, the ITT installs, repairs, and configures computer equipment; applies new software images; and performs routine hardware and software troubleshooting. Reviews, maintains, and facilitates the repair and operation of the audio-visual systems, hardware, software, and processes.		

15%	Provides basic user training on software tools and IT best practices, communicates effectively with clinical and administrative staff. Maintains knowledge base articles and end user documentation.
10%	Assists with other Information Technology Technician job-related work as requested by management.
Working Conditions	This position reports to the Patton State Hospital in San Bernardino County. A hybrid Telework schedule, consistent with the State of California's in-office requirement, may be considered with prior approval from management. The incumbent may also be required to travel throughout California as needed, with prior notice. Independence of action and the ability to manage time and multiple priorities is required. Use of technology, including but not limited to Microsoft Office, Microsoft Teams, WebEx, Zoom, and other virtual platforms is required. Incumbent may be required to sit for long periods of time using a keyboard and video display terminal or when traveling to other locations; travel may be required to DSH facilities. This position requires clearances of Live Scan and Medical Evaluation prior to being hired.
Other Information	Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers. Incumbent must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The incumbent must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and control agencies and other departments. TSD plays a significant role in ensuring continuity and quality of DSH's and its hospitals and psychiatric programs delivery of services and patient care through the delivery of highly effective IT service delivery systems. Consequence of error may result in minor to major IT service unavailability or ineffectiveness, causing direct impacts to the delivery of care to DSH patients. A required

	function of this position is to consistently provide exceptional customer service to internal and external customers. The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job duties. Essential duties require the ability to walk, stand, sit, carry, push, pull, bend, reach above the shoulder, reach below the shoulder, work in tight spaces, crouch, crawl under or around furniture and network equipment, keyboarding, fine hand movements, gripping, grasping, lifting and exerting 20-50 pounds of force occasionally and/or up to 15-25 pounds frequently. 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 Office of Human Rights). _____ Employee's Signature _____ Date I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above. _____ Supervisor's Signature _____ Date
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