State Compensation Insurance Fund
Duty Statement

Position Information

Employee Name:

Position Title:
Associate Systems Administrator

Program:
Information Technology

Work Unit:
Network Operations / Support Services

Classification:
Information Technology Associate

Report To:
Information Technology Supervisor II

Collective Bargaining Identifier (CBID):
R01

Fair Labor Standards Act (FLSA) Status:
Covered, Work Week Group 2

Information Technology Domain(s):
Client Services

Special Requirements

Conflict of Interest Designation: Not applicable.

Program Information:

We keep the tech backbone of the State Fund business strong, secure, and running smoothly—so our teams can focus on protecting what matters most to our customers. Whether it's behind-the-scenes systems or front-line support, we're here to make sure everything works. Reliable infrastructure, responsive service, and a mindset of continuous improvement—ensuring that every system, service, and user experience reflects our dedication to excellence, reliability, and trust.

Purpose/Scope:

Under the general supervision of the Information Technology Supervisor I or II, the Information Technology Associate will:

- Provide first-level support, diagnostic, vulnerability remediation, and troubleshooting to resolve issues and inquiries to State Fund software, and equipment. Assist in installation, configuration, testing, and troubleshooting of software upgrades, new and existing applications and equipment.
- Provide quality customer service as the single point of contact to customers by managing tickets and phone queue and assuming accountability for issues/inquiry resolution.
- Administer and maintain Windows Operating Systems, network equipment, and telephone systems to meet site operational needs and systems goals.
- Maintain and document hardware inventory and assist in software inventory when assigned.

- Coordinate/provide technical support and training (educating) end-users and local program operations
- Self-motivation, dependability, flexibility and the ability to work in a team environment.

Essential and Marginal Functions:

In all aspects of performing the following functions the incumbent will:

- Comply with the Code of Conduct
- Maintain regular and predictable attendance and communication availability during working hours
- Establish and maintain effective working relationships and provide quality customer service in a timely manner.
- Follow State Fund's Equal Employment Opportunity principles
- Maintain a safe work environment
- Defend State Fund against fraudulent activities
- Maintain good customer relationships with internal and external business partners and stakeholders
- Properly maintain assigned equipment

This duty statement outlines the primary responsibilities and expected outcomes of the position. It is not intended to provide an exhaustive list of all job duties. Employees may be required to perform additional tasks as assigned, including work in other functional areas.

Description of Duties

40% Essential

1. **Provide first-level support, diagnostic, vulnerability remediation, and troubleshooting to resolve issues and inquiries to State Fund equipment, (e.g., desktop, laptop, software, applications, phone, mobile devices, etc.) Assist in installation, configuration, testing, and troubleshooting of software upgrades, new application and equipment.**
    a. Gather customer information to determine and resolve customer service issue/inquiry.
    b. Provide remote support and troubleshooting.
    c. Install and/or remove new applications, software and upgrades.
    d. Install, configure, test, remediate, and troubleshoot hardware and software for the PC/LAN/WAN system.
    e. Assist in monitoring system reliability and user confidence, minimize user downtime and interruption and ensure date integrity.
    f. Assist in troubleshooting network problems.
    g. Support and troubleshoot printers, servers, hardware, and other devices.
    h. Follow and implement security policies/procedures in accordance to State Fund guidelines.
    i. Notify Supervisors of network malfunctions.
    j. Manage and administer security rights, access, policies and procedures.
    k. Develop, maintain and update knowledge resources and databases (e.g. SharePoint).
    l. Communicate with State Fund customers (e.g. ticket status, network downtime and issue resolution).

25% Essential

2. **Provide quality (courteous, accurate, and timely) customer service as the single point of contact to customers by managing tickets and phone queue and assuming accountability for issue/inquiry resolution. Create tickets, classify contact types, document contacts, escalate and route tickets, track resolution and close tickets.**
    a. Collect information to identify customer needs.
    b. Analyze and diagnose customer issues/inquires and create ticket in system.
    c. Accurately document and log all reported issues/inquiries while correctly classifying contact type.
    d. Ensure level of response reflects the priority of the contact.
    e. Document problem and or solution, including date and time of receipt and resolution.

f. Provide first contact resolution whenever possible.
g. Route/escalate ticket to appropriate support group or service partner.
h. Monitor ticket and follow up with support in group to obtain status and anticipated resolution.
i. Contact customer to provide status updates and/or resolution.
j. Close ticket in system after end user verification.
k. Review and manage individual dashboard on a daily basis to meet performance metrics.

25% Essential

3. Administer and maintain Windows Operating Systems, network equipment, and telephone systems to meet site operational needs and systems goals. (

a. Assist in monitoring system reliability and user confidence, minimize user downtime and interruption, and ensure data integrity.
b. Troubleshoot network problems.
c. Document, develop and maintain operational procedures of maintenance and/or upgrades.
d. Maintain (add/delete/modify) users in Active Directory.
e. Assist in maintaining (add/delete/modify) file and print services.
f. Assist in administering security policies/procedures.
g. Install operating system, applications and upgrades as needed.

5% Essential

4. Maintain and document hardware inventory (may also assist in software inventory, when assigned).

a. Maintaining inventory spreadsheet for the assigned local site.

5% Essential

5. Coordinate/Provide technical support and training (educating) end-users and local program operations.

a. Provide hands-on training to local users and provide information when needed.
b. Maintain training documentation.

100%

Required Knowledge Areas:

- Working knowledge of concepts used in network architecture (LAN/WAN)
- Working knowledge of client/server computing concepts
- Working knowledge of Internet applications and browsers
- General knowledge of project management principles
- Working knowledge of Windows Network Operating System, Windows Professional Desktop, Windows Exchange (server) and Windows Outlook (desktop)

Required Skills and Abilities:

- Skill to troubleshoot and maintain desktop computers/PC, Printers, Microsoft Office Suite
- Ability to coordinate the work of technical administrators/analysts in a multiple systems environment
- Ability to coordinate multiple and simultaneous demands
- Ability to effectively provide technical assistance over the phone to non-technical users
- Ability to prioritize staff work

- Ability to learn, apply and train staff to use new information quickly and effectively without coordinated or organized training
- Ability to use good judgment and to make and support sound decisions
- Ability to analyze and to solve technical problems/issues “on the fly"
- Ability to make decisions and to coordinate in a multiple systems environment
- Ability to communicate professionally and effectively, verbally and in writing.
- Ability to remain proactive vs. reactive in resolving problems/issues before problems become evident to the end user and to ensure a stable and reliable environment
- Ability to remain calm in the face of multiple problems
- Ability to seek out independent resources of technical information to apply to on-the-job problems
- Ability to solve technical problems with a minimal amount of information (even incorrect) information
- Ability to document clearly using non-technical vocabulary and to develop operational procedures
- Ability to communicate orally and in writing and to coordinate skillfully with users, managers, peers, subordinate staff, tier 2 personnel and technical resources (such as vendors)
- Ability to achieve results according to objectives
- Ability to work independently and as a team with co-workers and management to address and resolve issues
- Ability to keep current with respect to changing technologies
- Skill to prove telephone customer service that projects a positive and professional image
- Ability to work well with customers, demonstrating a customer care focus
- Skill to listen carefully and provide quick, accurate responses
- Ability to empathize with customers
- Ability to work in a team environment and demonstrate self-motivation, dependability and flexibility

Work Environment:

Physical Requirements:

- Computer data entry, frequent positioning of self to move and transport light objects, and telephone work; mobility to various working areas.
- Incumbent works in the usual office environment.
- Occasional movement of items, positioning self at various heights, ascending, and transporting equipment
- Occasional movement of items up to 35 lbs.

Travel:

- Travel may be required.
- Travel to various work sites and locations for training and/or meetings.
- Travel may include, but not be limited to, plane, bus, van, taxi, or car.

Emergency call backs:

- Emergency call backs may be needed.

Work Hours:

- Work hours may vary.
- Will occasionally involve work in the evenings.

- Mandatory overtime may be required to provide support after/outside of business hours (i.e., early in the morning or late in the evening)

Supervisor's Statement: I have discussed the duties of the position with the employee

Supervisor Name (Print):	Supervisor Signature:	Date:

Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy

Employee Name (Print):	Employee Signature:	Date: