YOUR EFFORTS WILL MAKE FI$Cal A SUCCESS

DUTY STATEMENT

CLASSIFICATION TITLE	DIVISION NAME
Information Technology Associate	Information Technology Division
WORKING TITLE Desktop Support and Asset Management Specialist	**OFFICE/SECTION/UNIT** Infrastructure and Platform Services Office, Infrastructure Services Section, Desktop Support Unit
EMPLOYEE NAME VACANT	**POSITION NUMBER** 333-350-1401-009

You are a valued member of the Department of FISCal. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

GENERAL STATEMENT

Under the supervision of the Information Technology Supervisor I (IT Sup I), the Information Technology Associate (ITA) provides technical expertise in desktop administration and support. The incumbent documents incoming and outgoing IT assets assigned to departmental staff, partner agency staff, and contractors in support of the Financial Information System for California (FI$Cal) Information Technology Asset Management (ITAM) Program, desktop hardware, mobile device hardware, Microsoft Operating Systems, Microsoft Office Suites, Microsoft operating systems deployments, software applications, printers, multi-function devices, virtual desktops, anti-virus software, anti-malware software, e-mail accounts, network user accounts, and remote access services.

The ITA provides technical assistance to staff within the scope of installation, configuration, testing, maintenance, and troubleshooting, of a wide array of information technology (IT) system problems encountered by FI$Cal end users. The ITA is responsible for supporting the FI$Cal end users on a diverse set of IT services to ensure proper computer operations so that they can accomplish organizational tasks.

The duties for this position are focused in the Business Technology Management, Client Services and Software Engineering domains, however, work may be assigned in the other domains as needed.

SUPERVISION RECEIVED

The ITA reports directly to the IT Sup I and indirectly to the Chief of Infrastructure Services Section.

SUPERVISION EXERCISED

The ITA has no direct supervisory responsibilities. The incumbent may act as a team lead as directed by the IT Sup I or the Chief of Infrastructure Services Section.

ESSENTIAL FUNCTIONS

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

% OF TIME	ESSENTIAL FUNCTIONS
35%	**Systems Administration, Maintenance and Support** Install, configure and troubleshoot the following technologies: • Desktops • Laptops • Mobile Devices (Cell Phones and Tablets) • Operating Systems (Windows, Mac) • Microsoft Office Suite • Operating System and Business Application Security Patch Deployments using Microsoft System Center Configuration Manager • Printers • Omnissa Horizon - Virtual Desktop Infrastructure (VDI) • Anti-virus software • Anti-malware software • Exchange E-mail • Network\System Accounts • Remote access services (Virtual Private Networking [VPN], etc.) • A/V equipment

30%	**Service Desk Support** • Provide technical expertise at the Service Desk, including troubleshooting user operating problems, application problems, system configuration issues and malfunctions, and network operating problems. • Create, record and track all issues and problems using the ServiceNow tracking platform. • Triage all reported technical issues and record attempts to resolve issue before escalation. • Identify and escalate situations and issues requiring urgent attention. • Respond to queries either in person, via E-mail, over the phone, or Teams messaging. • Follow up with customers to ensure issues have been resolved satisfactorily. • Accurately communicate and share pertinent information regarding issues reported to the Desktop Support Unit with management and co-workers. • Research technical questions and provide resolutions. • Ensure compliance with Statewide IT policies, standards and mandates. • Provide formal and informal training to end users on the proper use of hardware/software and operating systems.
10%	**IT Asset Management and Procurements** • Document IT assets during their life cycle including inventory (ITAM Library), reporting, and end of life refresh. • Document the inventory of all IT maintenance services, hardware and software standards and asset historical information. • Review and report on IT hardware and software life cycles including inventory, reporting, and end of life refresh. • Provide property control of all IT assets (e.g. designating asset tags, etc.). • Adjust property records due to lost, stolen, missing or destroyed assets. • Conduct regular audits of IT assets.
15%	**Systems Analysis, Testing, and Implementation** • Independently analyze, configure, test, document and implement optimizations of desktop and mobile devices for performance and operations. • Review and analyze software auditing and metering reports to ensure optimum utilization of software resources. • Perform research and provide technical recommendations regarding system enhancements and new technologies to management.

5%	**Documentation and Training** • Develop and maintain systems documentation for desktops, mobile devices and their support systems (e.g., virus protection, software patching, etc.) including configuration, change and release management. • Provide technical training to co-workers including technical and FI$Cal staff. • Provide presentations to staff, management, and business partners on proposals for potential purchases of software, hardware, and/or IT services.
% OF TIME	**MARGINAL FUNCTIONS**
5%	• Perform other related duties as required to fulfill FI$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the team/unit, which may include special assignments.

KNOWLEDGE AND ABILITIES

All knowledge and abilities of the Information Technology Technician classification; and

Knowledge of: Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices.

Ability to: Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.

SPECIAL REQUIREMENTS

The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check are required.**

WORKING CONDITIONS

The incumbent may need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked. The incumbent should be available to travel as needed and is expected to perform functions and duties under the guidance of the Department of FISCal's core

values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier, telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

SIGNATURES

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 assigned HR analyst.)

_____

Employee 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.

_____

Hiring Manager Signature Date

HR Analyst: AR

Date Revised: 10/28/2026

YOUR EFFORTS WILL MAKE FI$Cal A SUCCESS
DUTY STATEMENT

CLASSIFICATION TITLE Information Technology Technician	**DIVISION NAME** Information Technology Division
WORKING TITLE Desktop Support and Asset Management Specialist	**OFFICE/SECTION/UNIT** Infrastructure and Platform Services Office, Infrastructure Services Section, Desktop Support Unit
EMPLOYEE NAME VACANT	**POSITION NUMBER** 333-350-1400-001

You are a valued member of the Department of FISCal. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

GENERAL STATEMENT

Under the supervision of the Information Technology Supervisor I (IT Sup I), the Information Technology Technician (ITT) provides first level technical support in desktop administration. The incumbent is responsible for evaluating, documenting, testing, implementing, maintaining and supporting the Information Technology Asset Management (ITAM) Library, desktop hardware, mobile device hardware, Microsoft Operating Systems, Microsoft Office Suites, Microsoft operating systems deployments, software applications, printers, multi-function devices, virtual desktops, anti-virus software, anti-malware software, e-mail accounts, network user accounts, and remote access services.

The ITT provides technical assistance to staff within the scope of installation, configuration, testing, maintenance, and troubleshooting, of a wide array of IT system problems encountered by Financial Information System for California (FI$Cal) users. The ITT is responsible for supporting the FI$Cal end users on a diverse set of IT services to ensure proper computer operations so that they can accomplish organizational tasks.

SUPERVISION RECEIVED

The ITT reports directly to the IT Sup I and indirectly to the Chief of Infrastructure Services Section.

SUPERVISION EXERCISED

The Information Technology Technician has no direct supervisory responsibilities.

ESSENTIAL FUNCTIONS

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

% OF TIME	ESSENTIAL FUNCTIONS
35%	**Systems Administration, Maintenance and Support** Install, configure and troubleshoot the following technologies: • Desktops • Laptops • Mobile Devices (Cell Phones and Tablets) • Operating Systems (Windows, Linux, Mac) • Microsoft Office Suite • Operating System and Business Application Security Patch Deployments using Microsoft System Center Configuration Manager • Printers • VMware Horizon Client - Virtual Desktop Infrastructure (VDI) • Anti-virus software • Anti-malware software • Exchange E-mail • Network\System Accounts • Remote access services (Virtual Private Networking [VPN], etc.) • Voice Over IP (VOIP) Phones • A/V equipment (Projectors)
30%	**Service Desk Support** • Provide technical expertise at the Service Desk, including troubleshooting user operating problems, application problems, system configuration issues and malfunctions, and network operating problems. • Create, record and track all issues and problems in the ServiceNow tracking system. • Triage all reported technical issues and record any attempts to resolve issue before escalation. • Identify and escalate situations and issues requiring urgent attention. • Respond to queries either in person, via E-mail or over the phone. • Follow up with customers to ensure issues have been resolved satisfactorily. • Accurately communicate and share pertinent information regarding issues reported to the Desktop Support Section Service Desk with management and co-workers. • Research technical questions and provide resolutions.

	• Ensure compliance with Statewide IT policies, standards and mandates. • Provide formal and informal training to end users on the proper use of hardware/software and operating systems.
10%	**IT Asset Management and Procurements** • Document IT assets during their life cycle including inventory (ITAM Library), reporting, and end of life refresh. • Document the inventory of all IT maintenance services, hardware and software standards and asset historical information. • Review and report on IT hardware and software life cycles including inventory, reporting, and end of life refresh. • Provide property control of all IT assets (e.g. designating asset tags, etc.). • Adjust property records due to lost, stolen, missing or destroyed assets. • Conduct regular audits of IT assets
15%	**Systems Analysis, Testing, and Implementation** • Independently analyze, configure, test, document and implement optimizations of desktops and mobile devices for performance and operations. • Review and analyze software auditing and metering reports to ensure optimum utilization of software resources. • Perform research and provide technical recommendations regarding system enhancements and new technologies to Desktop Support Section management.
5%	**Documentation and Training** • Develop and maintain systems documentation for desktops, mobile devices and their support systems (e.g., virus protection, software patching, etc.) including configuration, change and release management. • Provide technical training to co-workers including technical and FI$Cal staff.
	MARGINAL FUNCTIONS
5%	• Perform other related duties as required to fulfill FI$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the team/unit, which may include special assignments.

KNOWLEDGE AND ABILITIES

All knowledge and abilities of the Information Technology Technician classification; and knowledge of: Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices. Ability to: Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.

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The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check is required.**

WORKING CONDITIONS

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SIGNATURES

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 assigned HR analyst.)

_____

Employee 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.

_____

Hiring Manager Signature Date

HR Analyst AR

Date Revised: 10/29/2026