Duty Statement

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Information Technology Division	Information Technology Technician	549-073-1400-001
DISTRICT/HQ SECTION	**WORKING TITLE**	**CBID**
IT Customer Support Services	Information Technology Technician	R01
SECTOR/HQ UNIT	**REPORTING LOCATION**	**INCUMBENT**
Help Desk	HQ-Sacramento	
STATE HOUSING (Check if applicable)		**IMMEDIATE SUPERVISOR**
☐ State Housing may be required.		Information Technology Supervisor II

POSITION DESCRIPTION

Under the initial close supervision of an Information Technology Supervisor II, the Information Technology Technician (ITT) performs routine information technology support activities within a limited scope and established procedures. The incumbent provides technical assistance to department staff in the areas of client services, hardware and software support, user account administration, technology inventory, endpoint support, and basic network connectivity. The incumbent responds to service requests and incidents, installs and configures standard hardware and software, assists with deployment and maintenance of desktop and mobile devices, performs routine troubleshooting, maintains accurate technology records, and ensures assigned equipment and software comply with departmental information security requirements. The incumbent works closely with Help Desk, Network Services, Endpoint Management, and other IT staff to provide timely technical support to users statewide. The incumbent may travel to field locations as necessary to install, maintain, or troubleshoot technology equipment and performs other related duties as assigned.

ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.

ESSENTIAL FUNCTIONS:

%	TASK/DUTIES
30%	**Client Services and Help Desk Support** — Respond to routine client incidents and service requests involving computers, printers, mobile devices, Microsoft 365 applications, email, network connectivity, peripherals, and other standard information technology services. Troubleshoot and resolve issues by following established procedures and knowledge-based documentation. Create, update, and document service tickets with accurate troubleshooting steps and resolution information. Escalate complex or unresolved issues to appropriate technical staff. Provide basic technical assistance to users by telephone, email, Microsoft Teams, remote support tools, and in person.
20%	**Hardware Installation, Configuration, and Deployment** — Install, configure, replace, and maintain standard desktop computers, laptops, monitors, printers, mobile devices, and other approved peripheral equipment. Prepare devices for deployment by applying department-standard configurations, software, security settings, and updates. Perform routine hardware troubleshooting and coordinate repairs or replacement of defective equipment. Assist with statewide deployment and installation activities and travel to field locations when required.
15%	**User Account and Access Support —** Perform routine user account support activities following established procedures and security requirements. Assist with account provisioning, password and access-related requests, account updates, and other authorized user account changes. Verify required approvals before performing account or access changes. Assist users with access to departmental applications, network resources, email, and other technology services. Escalate account or access issues requiring elevated privileges or administrative action.
15%	**Technology Inventory and Asset Support —** Maintain accurate records of department technology equipment, including computers, mobile devices, peripherals, and related equipment. Update inventory information when equipment is assigned, transferred, deployed, returned, repaired, or retired. Verify

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	serial numbers, property information, device assignments, and other required records. Assist with periodic inventory activities and reconcile discrepancies in accordance with established departmental procedures.
10%	**Software, Security, and Endpoint Support —** Install, configure, update, and maintain department-standard software and endpoint applications following established procedures. Assist with deployment of security software, operating system updates, security configurations, and other approved endpoint controls. Perform routine checks to help ensure hardware and software remain compliant with departmental information security policies. Report suspected security issues, unauthorized software, malware, or other security concerns to appropriate IT staff.
5%	**Network and Mobile Device Support —** Perform routine troubleshooting of local network, wireless, VPN, printing, and connectivity issues within established procedures. Assist with configuration and support of department-issued cellular phones and tablets, including installation of approved applications, device enrollment, configuration, and basic troubleshooting. Escalate network infrastructure issues or problems requiring specialized technical expertise to Network Services staff.
MARGINAL FUNCTIONS:	
%	**TASK/DUTIES**
5%	**Administrative and Other Duties** — Maintain required documentation and records; participate in meetings, training, and professional development activities; assist with IT projects and equipment deployments; provide status updates to supervisors and team members; and perform other job-related duties as necessary for operational continuity.
TYPICAL WORKING CONDITIONS	
TELEWORK DESIGNATION:	
This position is designated as telework eligible-office centered.	
SPECIAL REQUIREMENTS:	
Valid California Class C driver's license. Travel is required for this position.	
The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.	

SUPERVISOR STATEMENT: I CERTIFY THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUCNTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE WITH A COPY OF THIS DUTY STATEMENT.		
SUPERVISOR NAME (PRINT OR TYPE)	**SUPERVISOR SIGNATURE**	**DATE**
Trong Pham		
EMPLOYEE STATEMENT: I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.		
EMPLOYEE NAME (PRINT OR TYPE)	**EMPLOYEE SIGNATURE**	**DATE**