☒CURRENT ☐PROPOSED

POSITION INFORMATION	
NAME	**MCR** 1
CLASSIFICATION Information Technology Associate	**POSITION NUMBER** 538-406-1401-095
WORKING TITLE Service Desk Technician	**DIVISION/UNIT** Enterprise Technology Services Division
EFFECTIVE DATE	**LOCATION** Long Beach
BARGAINING UNIT R01	**CONFLICT OF INTEREST DESIGNATION** 5

REQUIREMENTS OF POSITION			
☐ MEDICAL EVALUATION	☒ CONFLICT OF INTEREST	☐ TRAVEL REQUIRED	☐ BILINGUAL FLUENCY
☐ SUPERVISORY	☒ SPECIALIST	☐ DRIVER LICENSE	☐ PROFESSIONAL LICENSE
☐ TYPING CERTIFICATE	☒ HYBRID	☐ OTHER	

DEPARTMENT STATEMENT:

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. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your efforts to maintain regular attendance and treat others fairly, honestly, and with respect are critical to the success of the department's mission and vision.

GENERAL STATEMENT:

Under the general direction of the Information Technology Specialist II (Service Desk Lead), the Information Technology Associate is responsible for Client Services in installation, configuration, troubleshooting, documentation, maintenance and security of Windows systems and peripherals in an enterprise environment. The Information Technology Associate works closely with other information technology (IT) staff to ensure the Department of Conservation (DOC) staff are provided with consistent, predictable, and acceptable levels of system availability, security, and functionality. The incumbent performs work of average difficulty including, software installation, hardware, and application troubleshooting; equipment deployment; asset management including receiving and surplus processes; verify and inspect all IT goods received; process invoices for payment utilizing Fi$Cal; Service Desk dispatching; video conferencing; develops and maintains technical documentation. Duties include, but are not limited to:

ESSENTIAL FUNCTIONS

PERCENT	DESCRIPTION
35%	Maintains a working knowledge of computer system hardware and software activities in order to assist staff with day-to-day activities, special projects, and documentation of procedures

	and processes. Daily activities include, but are not limited to, processing requests form Service Desk staff to add or decommission hardware and/or software. Ensures all required technical information has been received and is accurate, communicates with staff to obtain missing information or resolve potential issues, then processes the request and updates the service call logs. Creates, updates, and maintains technical and disaster recovery procedures. Plans, schedules, coordinates, and communicates with customers and management about team projects and work efforts. Prepares or assists with the preparation of Change Control requests and coordinates with customers for appropriate approvals and implementation. In cases of a hardware failure, contacts vendor(s) and schedules repair and maintains on-going written communication with customers, staff, and management on progress of repairs.
25%	Processes customer requests for service in a concise and professional manner following Service Desk procedures. Defines technical problems and recommends effective solutions. Performs technical support with problem resolution by identifying the user environments, analyzing problem patterns and other problem specific issues.
15%	Provides support for the Enterprise Technology Services Division (ETSD) receiving process. Ensures inward bound shipments are processed and documented through the receiving process, including, reconciliation and procurement database, inventory method to enter equipment into tracking system and notification of equipment arrival.

MARGINAL FUNCTIONS

PERCENT	DESCRIPTION
5%	Tracks asset inventory and process surveyed equipment.
5%	Performs administrative duties including, but not limited to: adheres to Department policies, rules and procedures; submits administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately reports time in the Daily Log system; and submits timesheets by the due date.

SUPERVISION RECEIVED:

The ITA reports directly to and receives the majority of assignments from the Information Technology Specialist II (ITS II) Service Desk Lead.

SUPERVISION EXERCISED:

None

ADMINISTRATIVE RESPONSIBILITIES FOR SUPERVISORS AND MANAGERS:

None

PERSONAL CONTACTS:

The ITA may have frequent contact with department executives, managers, and staff. The incumbent will represent the organization within and outside the DOC in a way that will enhance public respect for, and confidence in the employee, Department, and state government as a whole.

ACTIONS AND CONSEQUENCES:

The incumbent is expected to act in a professional manner in the performance of their duties. Business decisions may be based on their recommendations. Poor recommendations may, therefore, create problems

in the availability of technical services creating delays and over-expenditures. This is especially important for systems that provide a service to the public or which respond to a legislative mandate.

CONDUCT AND ATTENDANCE EXPECTATIONS:

Per article 19.1 of your Memorandum of Understanding (MOU), the regular workweek of full-time employees shall be forty (40) hours, Monday through Friday, and the regular work shift shall be eight (8) hours. You are expected to maintain regular attendance according to your approved work schedule. The core office hours for DOC Headquarters are 8:00 a.m. to 5:00 p.m. Work location (Telework versus On-site) may vary per employee, based upon their roles and responsibilities. On-site work may be required based upon the business need. You are expected to be prompt, courteous, thorough, and professional when interacting with state employees, peers, and management. Part of good customer service is listening to and communicating with our customers. To facilitate efficient and effective communication, review calendar availability then schedule phone calls or meetings with others as appropriate.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

FREQUENCY	DESCRIPTION
FREQUENTLY	• Work in a high-rise building • Work in an open modular workstation in an air-conditioned office • Ability to sit for periods of up to 4 hours and key at a computer for up to 4 hours at a time. • Transport and move heavy objects. • Work under pressure to meet deadlines.
OCCASIONALLY	• Work overtime, if required. • Traveling via private or public transportation (i.e., driving automobile, airplane, etc.) Including overnight lodging inside California may be required.

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 your supervisor).		
Employee Printed Name	**Employee Signature**	**Date**

I have discussed the duties of this position with, and provided a copy of this duty statement to, the employee named above.		
Supervisor Printed Name	**Supervisor Signature**	**Date**