

DUTY STATEMENT INFORMATION TECHNOLOGY ANALYST

OUR VISION			
All Californians living in homes they can afford			
OUR MISSION			
Investing in diverse communities with financing programs that help more Californians have a place to call home			
EMPLOYEE INFORMATION			
Employee Name		Effective Date	
Classification Information Technology Associate		Position Number 693-001-1401-901	
Division/Section/Unit Information Technology, IT Operations, Help Desk\Workstation Support		Location Sacramento, CA	
CBID R01	Work Week Group E	Tenure Permanent	Time Base Full-Time
Immediate Supervisor		Supervisor Classification Information Technology Supervisor II	
CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS			
<p>This position requires the incumbent to maintain acceptable, consistent, and regular attendance; communicate effectively orally and in writing in dealing with the public and/or other employees; develop and maintain knowledge and skills related to the position’s specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to the Agency’s policies and procedures regarding attendance, leave, and conduct.</p> <p>2 CCR § 172 – General Qualifications, states in pertinent part: The incumbent is expected to possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class.</p>			
DIVISION DESCRIPTION			
<p>The California Housing Finance Agency (CalHFA) Information Technology (IT) Division is responsible for providing secure, responsive, and innovative technical infrastructure, systems, and services that enable the Agency to achieve its strategic objectives and fulfill its’ mission. The duties of the Help Desk\Workstation Support Unit include the acquisition and maintenance of desktop/laptop systems as well as break/fix support for workstations and printers via the agency’s IT Help Desk. The CalHFA IT Help Desk is the first point of contact for agency staff needing assistance with information or support for their computer equipment.</p>			
POSITION DESCRIPTION			
<p>Under the general supervision of the Information Technology Manager 1 and daily guidance from the Information Technology Specialist 1, Workstation Support Lead, the Information Technology (IT) Associate is responsible for providing technical expertise to a variety of work assignments and projects for the IT Operations\Help Desk and Workstation Support Unit. The IT Associate also consults and coordinates with various levels of staff in troubleshooting technical issues using appropriate tools, resources, and reference material. The IT Associate conducts business activities in a professional manner that leads to superior customer satisfaction and delivers services that meet or exceed the customer’s expectations. The duties and responsibilities also include, but not limited to the following:</p>			
PERCENTAGE OF TIME		ESSENTIAL FUNCTIONS	
45%	<p>Help Desk Facilitates customer (internal or external) requests for system issues. Answers direct customer requests</p>		

Employee Name	
Classification	Division/Section/Unit
	of average difficulty and analyze those requests to determine appropriate response and action or directs those requests to appropriate support staff. Provides courteous, professional, and responsive customer service. Assists with all phone/email and related support services to ensure customer service expectations are met. Follows IT Help Desk procedures and develops and maintains and/or assists with the development, implementation, and maintenance of various IT Help Desk policy/procedure/training documentation. Analyzes current and new procedures to verify consistency and standardization and recommends changes when appropriate.
15%	<p><u>Procurement Support</u> Performs tasks related to procurement, purchase request, purchase orders, and maintenance of CalHFA hardware and software assets. Researches and analyzes procurement options to ensure Agency is receiving the best price and latest technology options to meet the Agency's technical needs. Procures goods and services using the Agency information systems and workflows. Reviews, and resolves billing discrepancies with vendors and other state entities. Requests approval from management for telecommunication invoices for payment processing.</p>
15%	<p><u>Telework Equipment Setup and Deployment</u> Images desktops and laptops for approved telework employees. Ensures that all required paperwork has been received and approved by IT management. Works with Technical Support and Services team to ensure that staff are in the correct Active Directory (AD) groups and local groups on their desktops. Coordinates with the user on deploying the telework machines and updating inventory.</p>
10%	<p><u>Software Deployment and Patching</u> Under the guidance of the Help Desk Lead, participates in the use of department tools to test, analyze and make recommendations to management of the most current versions of software for deployment to department workstations. Performs patching of workstation software to avoid any potential virus outbreaks with unpatched software. Works with other CalHFA entities to ensure seamless deployment and accurate communications to CalHFA staff, internal and external.</p>
10%	<p><u>Enterprise Content Management (ECM) Support</u> Reviews and analyzes current content management practices that support business processes. Identifies and troubleshoots issues and root causes in the ECM environment to identify opportunities for improvement and presents findings to the ECM Administrator and Implementation Team. Works with the IT staff to support the Microsoft 365 environment and tests new features before they are deployed for Agency use.</p>
PERCENTAGE OF TIME	MARGINAL FUNCTIONS
5%	Stay current on emerging technology issues and ensures client satisfaction. Actively participates as a team member in staff meetings, attends training, provides work status reports, handles special projects, and other duties as required within the scope of the classification.
PERSONAL CONTACTS <i>(Identify who the employee may be in contact with while performing duties)</i>	
<ul style="list-style-type: none"> Daily contact with departmental managers, supervisors, staff at all levels, representatives from other State departments, and members of the public. 	
SPECIAL REQUIREMENTS <i>(Identify other requirements necessary to perform the job, please select the applicable statement(s))</i>	
<ul style="list-style-type: none"> Sporadic Overtime. Possession of a valid California Driver's License. During special projects or emergencies, staff may be required to work weekends and/or after hours to help resolve reported problems affecting critical software/hardware. 	
WORK ENVIRONMENT <i>(Identify specific work conditions, hazards, and equipment used on the job that are required to perform the essential functions, please include the applicable statement (s))</i>	
<ul style="list-style-type: none"> Prolonged sitting 	

Employee Name		
Classification	Division/Section/Unit	
<ul style="list-style-type: none"> • Work in a high-rise building • Use a computer keyboard and read from computer screens several hours a day 		
PHYSICAL ABILITIES <i>(Identify physical abilities necessary to perform the essential functions of the job with or without reasonable accommodation, please include the applicable statement(s))</i>		
<ul style="list-style-type: none"> • Transport equipment up to 40 lbs. • Requires movement of heavy objects 		
TRAVEL <i>(If travel is an essential function for this position, please include the applicable statement. If travel is non-essential, please select Occasional Travel)</i>		
<ul style="list-style-type: none"> • Occasional travel may be required within and/or outside the state of California via private or public transportation (i.e., automobile, airplane, etc.) • Travel may/will include overnight stay 		
EMPLOYEE ACKNOWLEDGEMENT		
I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If 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 Human Resources.)		
Employee Name	Employee Signature	Date
SUPERVISOR ACKNOWLEDGEMENT		
I certify this duty statement represents a current and accurate description of the essential functions 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	Supervisor Signature	Date