

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Associate	Working Title Associate Field Operations IT Support Analyst
Name of Incumbent <i>Click here to enter text.</i>	Position Number 280-347-1401-XXX
Section/Unit Customer Service Section/Field Operations Technical Support – Southern Unit	Supervisor's Name <i>Click here to enter text.</i>
Division Production Services Division	Supervisor's Classification Information Technology Supervisor II
Branch Information Technology Branch	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction
	Revision Date 5/30/2023

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|---|--|
| <input type="checkbox"/> Conflict of Interest Filing (Form 700) Required | <input type="checkbox"/> Call Center/Counter Environment |
| <input checked="" type="checkbox"/> May be Required to Work in Multiple Locations | <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check |
| <input checked="" type="checkbox"/> Requires DMV Pull Notice | <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) |
| <input checked="" type="checkbox"/> Travel May be Required | <input checked="" type="checkbox"/> Other (<i>specify below in Description</i>) |

Description of Position Requirements (*e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.*)

The incumbent must be able to travel to and from multiple field office locations on a daily basis, without delay, to transport and deploy equipment, which may require bending/stooping, pushing/pulling, and lifting. May be required to work outside normal work hours.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions)

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> Business Technology Management | <input checked="" type="checkbox"/> IT Project Management | <input checked="" type="checkbox"/> Client Services |
| <input type="checkbox"/> Information Security Engineering | <input checked="" type="checkbox"/> Software Engineering | <input type="checkbox"/> System Engineering |

Under the general supervision of the Information Technology (IT) Supervisor II, the IT Associate performs a variety of recurring, well-defined tasks requiring occasional innovative problem-solving within the Business Technology Management, Software Engineering, IT Project Management and Client Services domains.

The incumbent works independently, performing less complex technical assignments and partners with staff in other technical groups to provide technical support for the EDD's centralized and decentralized personal computing systems, servers and network system. The incumbent performs critical functions necessary to ensure the successful delivery of IT services ensuring the ongoing operations of ITB's centralized and decentralized customers in the Disability Insurance, Unemployment Insurance, Workforce Services, Information Technology and Tax Branches and the Labor and Workforce Development Agency.

The incumbent contributes toward the growth of the ITB into a customer-focused service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage of Duties	Essential Functions
40%	Analyzes and resolves hardware and software related problems at multiple field office locations, including the transportation of equipment, that include desktop hardware and software, multiple operating systems, server and network domains. Provides technical assistance using remote access tools, and provides technical assistance in person at multiple EDD office locations. Transports and installs hardware on short notice. Completes accurate and thorough analysis. Accurately identifies problems. Draws valid conclusions from the data and creates resolutions that properly address the problem. Assists in developing solutions to meet the customer's business requirements and conforms to the Department's IT policies and standards. Contributes towards the development and utilization of "workarounds" to allow time for thorough completion of a final solution. Rework is minimal. Shares solutions with the team and other technical staff/groups for educational value.
25%	Repairs and maintains hardware and software to optimum working condition. Restores equipment/software to its original state or better, providing the customer with comparable or enhanced functionalities. Ensures that virus definitions and security patches are the most current to protect the security of the desktops.
10%	Provides technical assistance and recommends resource scheduling for the relocation and deployment of desktop workstations and components within the enterprise. Assists with relocation of hardware and software. Identifies the resources required and estimated time. Attends planning meetings.
10%	Contributes towards the evaluation and testing efforts of BDA-approved desktop components for proper operation. Coordinates with other members of the group to ensure desktop components are installed, tested and ready to support customer requirements. Ensures business solutions meet customer requirements and are consistent with Business Driven Architecture Project standards. Communicates with other members of the group, management, and consultants in a clear, timely, and effective manner.
5%	Works in workgroups as assigned. Establishes and maintains cooperative relationships with others. Elevates issues promptly. Informs management of any known or anticipated situations or issues that may impact the services ITB provides.
5%	Educates customers and local partners on EDD's IT policies, standards, procedures, and security requirements. Ensures information is current and accurate.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT (Choose all that apply from the drop-down menus)

Standing: Repetitive (26-33%)	Sitting: Intermittent (34-50%)
Walking: Intermittent (34-50%)	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: 1-25% of the time
Lifting: 1-25% of the time	Bending/Stooping: 1-25%
Other: <i>Click here to enter text.</i>	
Type of Environment: a. Cubicle b. Select c. Select d. Select	
Interaction with Public: a. N/A b. Select c. Select	

5. SUPERVISION

Supervision Exercised (e.g., *Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs*)
None

6. SIGNATURES

Employee’s Statement:
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.
Employee’s Name (Print)
Click here to enter text.

Employee’s Signature Date

Supervisor’s Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.
Supervisor’s Name (Print)
Click here to enter text.

Supervisor’s Signature Date

7. HRSD USE ONLY

Classification and Pay Unit (CPU) Approval

<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.	CPU Analyst initials	Date approved
	dmg	7/25/2024

Reasonable Accommodation Unit use ONLY (completed after appointment, if needed)

* If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:

Civil Service Classification

Information Technology Associate

Position Number

280-347-1401-XXX

Click here to enter text.

**** AFTER SIGNATURES ARE OBTAINED:**

- **SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)**
- **FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE**
- **PROVIDE A COPY TO THE EMPLOYEE**

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Specialist I	Working Title System Administrator
Name of Incumbent <i>Click here to enter text.</i>	Position Number 280-347-1402-018
Section/Unit Customer Service Section/Field Operations Technical Support – Southern Unit	Supervisor's Name <i>Click here to enter text.</i>
Division Production Services Division	Supervisor's Classification Information Technology Supervisor II
Branch Information Technology Branch	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction
	Revision Date 12/12/2023

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required | <input type="checkbox"/> Call Center/Counter Environment |
| <input checked="" type="checkbox"/> May be Required to Work in Multiple Locations | <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check |
| <input checked="" type="checkbox"/> Requires DMV Pull Notice | <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) |
| <input checked="" type="checkbox"/> Travel May be Required | <input checked="" type="checkbox"/> Other (<i>specify below in Description</i>) |

Description of Position Requirements (*e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.*)

The incumbent must be able to travel to and from multiple field office locations on a daily basis, without delay, to transport and deploy equipment, which may require bending/stooping, pushing/pulling, and lifting. May be required to work outside normal work hours.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions)

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> Business Technology Management | <input checked="" type="checkbox"/> IT Project Management | <input checked="" type="checkbox"/> Client Services |
| <input type="checkbox"/> Information Security Engineering | <input checked="" type="checkbox"/> Software Engineering | <input type="checkbox"/> System Engineering |

Under direction of the Information Technology (IT) Supervisor II, the IT Specialist I performs a wide variety of specialized tasks requiring regular innovative problem-solving within broadly stated and non-specific guidelines. The incumbent demonstrates a high degree of technical versatility in the performance of their duties which includes the planning, developing, and implementation of technological solutions within the Business Technology Management, IT Project Management, Software Engineering, and Client Services domains. The incumbent may act in a lead role over lower-level staff and/or projects.

The incumbent works independently and demonstrates full competency in the duties performed. Responsibilities include performing technical assignments and partnering with staff in other technical groups to provide second level and lead technical support for the EDD's centralized and decentralized personal computing systems, servers, and network system. The incumbent performs critical functions as necessary to ensure the successful delivery of IT services, ensuring

Civil Service Classification

Information Technology Specialist I

Position Number

280-347-1402-018

the ongoing operations of ITB's centralized and de-centralized customers in the Disability Insurance, Unemployment Insurance, Workforce Services, Information Technology and Tax Branches and the Labor and Workforce Development Agency.

The incumbent contributes toward the growth of the ITB into a customer-focused service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage of Duties	Essential Functions
35%	Performs comprehensive and thorough research analyses and feasibility studies in order to resolve hardware and software related problems, including desktop hardware and software, multiple operating systems, server, and network domains. Accurately identifies problems and draws valid conclusions that properly address the problem. Develops solutions that meet the customer's business requirements and conform to the Department's IT policies and standards. Develops and utilizes "workarounds" to allow time for thorough completion of a final solution. Applies industry standards and methodologies to create solutions that require minimal or no rework. Shares solutions with the team and other technical staff/groups for educational value. Coordinates and consults with users, administrators, and engineers to identify business and technical requirements for proposed system modifications or technology requirements.
30%	Repairs and maintains hardware and software to optimum working condition. Restores equipment/software to its original state or better, providing the customer with comparable or enhanced functionalities. Develops, updates, implements, and uses the most current virus definitions and security patches to protect the security of the desktops. Provides lead technical assistance and recommends resource scheduling for the relocation and deployment of desktop workstations and components within the enterprise. Coordinates relocation of hardware and software. Identifies the resources required and estimated time. Attends planning meetings. Coordinates scheduling of resources.
10%	Conducts the evaluation and testing efforts of Business Driven Architecture (BDA) approved desktop components for proper operation. Ensures coordination with other members of the group to ensure desktop components are installed, tested, and ready to support customer requirements. Ensures business solutions meet customer requirements and are consistent with Business Driven Architecture Project standards. Communicates clearly, timely, and effectively with other members of the group, management, and consultants.
10%	Leads projects or workgroups as assigned. Establishes and maintains cooperative relationships with others. Elevates issues promptly. Informs management of any known or anticipated situations or issues that may impact the services ITB provides.
5%	Educates customers and local partners on EDD's IT policies, standards, procedures, and security requirements. Information is current and accurate. Communicates effectively. Follows up on any issues and completes in a timely manner.
5%	Participates in the analysis of and makes recommendations on Branch-level policy issues related to desktop systems and networks. Prepares reports as required. Keeps informed of Departmental directions as they apply to desktop systems, servers, and network development. Ensures analysis and recommendations are consistent with EDD IT policy. Keeps management informed of project status, including major milestones, issues, and recommendations. Creates reports that are logical, understandable, and comprehensive.

Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT (Choose all that apply from the drop-down menus)

Standing: Repetitive (26-33%) Sitting: Intermittent (34-50%)
Walking: Intermittent (34-50%) Temperature: Temperature Controlled Office Environment
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Lifting: 1-25% of the time Bending/Stooping: 1-25%
Other:
Type of Environment: a. Cubicle b. Select c. Select d. Select
Interaction with Public: a. N/A b. Select c. Select.

5. SUPERVISION

Supervision Exercised (e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)
None

6. SIGNATURES

Employee’s Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee’s Name (Print)
Tracy Wittnebel

Employee’s Signature

Date

Supervisor’s Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.

Supervisor’s Name (Print)
Sean Messina

Supervisor’s Signature

Date

7. HRSD USE ONLY

Classification and Pay Unit (CPU) Approval

Duties meet class specification and allocation guidelines.

CPU Analyst initials
dmg

Date approved
7/25/2024

Reasonable Accommodation Unit use ONLY (completed after appointment, if needed)

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List any Reasonable Accommodations Made:

Civil Service Classification

Information Technology Specialist I

Position Number

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[Click here to enter text.](#)

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