

DUTY STATEMENT

1. POSITION INFORMATION	
Civil Service Classification Graduate Student Assistant	Working Title Graduate Student Assistant
Employee Name Vacant	Position Number 791-600-4872-901
Project/Division Name Enterprise Operations Division	Supervisor's Name Raja Eswar
Unit Information Security Office	Supervisor's Classification Information Technology Manager I
Physical Work Location 2870 Gateway Oaks, Suite 150 Sacramento Ca 95833	Duties Based on: <input type="checkbox"/> Full Time <input checked="" type="checkbox"/> Part Time - Fraction
Effective Date TBD	
2. REQUIREMENTS OF POSITION	
<p>Check all that apply:</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> May be Required to Work in Multiple Locations </div> <div style="width: 45%;"> <input type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Other (<i>specify below in Description</i>) </div> </div> <p>Description of Position Requirements (e.g., the position may move from project to project upon business need, managing staff at an alternate location, graveyard/swing shift, frequent travel, etc.):</p>	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
<p>Summary Statement (Briefly describe the position's organizational setting and major functions):</p> <p>Under close supervision by the Information Security Manager, and in a trainee capacity, the incumbent will assist in the performance of professional duties in the area of information security such as research and other functions related to the Office of Technology and Solutions Integration (OTSI) Information Security Office. Incumbent will perform a variety of tasks, including but not limited to, Service Desk ticket management, first-level support for the Data Loss Prevention (DLP) incidents, computer and printer installation, and system documentation as required.</p>	
Percentage of Duties	Essential Functions
40%	Serve as the first level of support for the Information Security Office. Perform a variety of professional duties to assist users with requests. Log and update status of all requests for assistance into the Ticketing system. Provide support to staff in matters related to Cortex virus scan notification, including scans, operation, instruction, and troubleshooting any technical problems that may arise. Identify and analyze moderately complex personal computer related problems related to Cortex detections and recommend and implement solutions. Perform research, communicate with other ISO & ITO staff and customers, and coordinate required actions to fulfill requests.
30%	Provide support to staff in matters related to Data Loss Prevention (DLP) incidents, including scans, operation, instruction, and troubleshooting any technical problems that may arise. Coordinate and communicate with other ISO & ITO staff and customers for technical information.

25%	Provide support to staff in matters related to Splunk notifications, operation, instruction, and troubleshooting any technical problems that may arise. Coordinate and communicate with other ISO & ITO staff.
Percentage of Duties	Marginal Functions
5%	Perform other duties as required consistent with division needs.

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

Standing: Intermittent (34-50%)	Sitting: Intermittent (34-50%)
Walking: Occasional (13-25%)	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:	
Type of Environment: a. Cubicle b. Select	
Interaction with Public: a. Required to assist customers on the phone and in person. b. Select c. Select.	

5. SUPERVISION

Supervision Exercised (e.g., Directly – 1 Information Technology Supervisor II; Indirectly – 5 Information Technology Associates)
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 and can perform the duties outlined above without a Reasonable Accommodation.

Employee’s Name (Print)

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)

Supervisor’s Signature _____ Date _____

7. HRD USE ONLY

Human Resources Division Approval		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines. <input type="checkbox"/> Exceptional allocation, 625 on file.	HR Analyst initials	Date approved
	NM	05/15/2024

Reasonable Accommodation Unit use ONLY (completed after appointment, if needed)
 * If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation form and submit to Human Resource Division (HRD), Reasonable Accommodation Coordinator.
 List any Reasonable Accommodations Made:

- ** AFTER SIGNATURES ARE OBTAINED:**
- SEND THE ORIGINAL DUTY STATEMENT TO HRD TO FILE IN THE EMPLOYEE’S OFFICIAL PERSONNEL FILE (OPF)
 - PROVIDE A COPY TO THE EMPLOYEE
 - FILE A COPY IN THE SUPERVISOR’S DROP FILE

DUTY STATEMENT

1. POSITION INFORMATION	
Civil Service Classification Student Assistant	Working Title Student Assistant
Employee Name Vacant	Position Number 791-600-4870-901
Project/Division Name Enterprise Operations Division	Supervisor's Name Raja Eswar
Unit Information Security Office	Supervisor's Classification Information Technology Manager I
Physical Work Location 2870 Gateway Oaks, Suite 150 Sacramento Ca 95833	Duties Based on: <input checked="" type="checkbox"/> Full Time <input checked="" type="checkbox"/> Part Time - Fraction
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3. DUTIES AND RESPONSIBILITIES OF POSITION	
<p>Summary Statement (Briefly describe the position's organizational setting and major functions):</p> <p>Under close supervision of the Information Security Manager, the incumbent will perform a variety of tasks of broad scope in connection with the Office of Technology and Solutions Integration (OTSI) Information Security Office, including but not limited to, Service Desk ticket management, first-level support for the Data Loss Prevention (DLP) incidents, computer and printer installation, and system documentation as required.</p>	
Percentage of Duties	Essential Functions
40%	Serve as the first level of support for the Information Security Office. Learn and perform a variety of less complex technical skills to assist users with requests. Log and update status of all requests for assistance into the Ticketing system. Provide support to staff in matters related to Cortex virus scan notification, including scans, operation, instruction, and troubleshooting any technical problems that may arise. Identify and analyze moderately complex personal computer related problems related to Cortex detections, recommend, and implement solutions. Coordinate and communicate with other ISO & ITO staff and customers for technical information to fulfill requests.
30%	Provide support to staff in matters related to Data Loss Prevention (DLP) incidents, including scans, operation, instruction, and troubleshooting any technical problems that may arise. Coordinate and communicate with other ISO & ITO staff and customers for technical information.
25%	Provide support to staff in matters related to Splunk notifications, operation, instruction, and troubleshooting any technical problems that may arise. Coordinate and communicate with other ISO & ITO staff.
Percentage of Duties	Marginal Functions

5%	Perform other duties as required consistent with division needs.	
4. WORK ENVIRONMENT <i>(Choose all that apply from the drop-down menus)</i>		
Standing: Intermittent (34-50%)	Sitting: Intermittent (34-50%)	
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Other:		
Type of Environment: a. Cubicle b. Select		
Interaction with Public: a. Required to assist customers on the phone and in person. b. Select c. Select.		
5. SUPERVISION		
Supervision Exercised (e.g., Directly – 1 Information Technology Supervisor II; Indirectly – 5 Information Technology Associates) 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 and can perform the duties outlined above without a Reasonable Accommodation.		
Employee's Name (Print)		
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)		
Supervisor's Signature		Date
7. HRD USE ONLY		
Human Resources Division Approval		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines. <input type="checkbox"/> Exceptional allocation, 625 on file.	HR Analyst initials	Date approved
	NM	09/06/24
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i> * If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation form and submit to Human Resource Division (HRD), Reasonable Accommodation Coordinator. List any Reasonable Accommodations Made:		

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