

**DUTY STATEMENT**  
**Information Technology Associate**  
**Domain: System Engineering**

<p><b>OUR VISION</b>                  All Californians living in homes they can afford</p> <p><b>OUR MISSION</b>                  Investing in diverse communities with financing programs that help more Californians have a place to call home</p>			
<b>EMPLOYEE INFORMATION</b>			
Employee's Name		Effective Date	
Classification <b>Information Technology Associate</b>		Position Number <b>693-001-1401-901</b>	
Division/Section/Unit <b>Information Technology/Technical Infrastructure and Workstation Support Unit</b>		Location <b>Sacramento, CA</b>	
CBID <b>R01</b>	Work Week Group <b>2</b>	Tenure <b>Permanent</b>	Time Base <b>Full-Time</b>
Immediate Supervisor		Supervisor's Classification <b>Information Technology Manager I</b>	
<b>CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS</b>			
<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><b>2 CCR § 172 – General Qualifications, states in pertinent part:</b>                  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>			
<b>DIVISION DESCRIPTION</b>			
<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 Technical Infrastructure and Workstation Support staff is responsible for providing and supporting a technical infrastructure that meets the tactical and strategic needs of the Agency by upgrading servers, communication, and security infrastructures to leverage proven technologies and optimize performance and security; streamline data center operations and infrastructure to increase efficiency; and ensure the Agency technology infrastructure has robust and reliable disaster recovery capabilities to support service continuity.</p>			
<b>POSITION DESCRIPTION</b>			
<p>Under the general supervision of the IT Manager I, the Information Technology (IT) Associate acts as an entry-level Enterprise Content Management (ECM) support staff, working with a team of highly trained professionals in the Technical Infrastructure &amp; Workstation Support Unit to support the Agency's systems which span the server, storage, application, infrastructure, and the services hosted on them to ensure alignment with the Agency's missions and goals. The duties and responsibilities include, but are not limited to the following:</p>			
<b>PERCENTAGE OF TIME</b>		<b>ESSENTIAL FUNCTIONS</b>	
45%		<p><b><u>Enterprise Content Management (ECM) Administration</u></b>                  Assist with maintenance, and support of the SharePoint Server Farm on-premises and SharePoint Online environments, including SharePoint sites, web services, workflows, and database management, to</p>	

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20%	<p>ensure data availability for Agency staff. Supports users and Central Scan Facility to scan documents into the ECM systems. This includes maintaining Kofax, Accuroute, and Omnipage imaging/processing systems, which integrate with Canon scanners and Toshiba copiers. Monitors and maintains the health of SharePoint environments to minimize outages. Creates documentation of SharePoint processes and procedures as staff aids. Ensures the integrity of the environments including implementing service packs, cumulative updates, hotfixes, upgrades, migrations, and performance tuning.</p> <p><b><u>Client Services</u></b> Act as a technical consultant to plan, manage, coordinate, install, and maintain simple client/server software products as requested by Agency customers, utilizing instructions, documentation, programs, and organizational policies as guidelines. Proactively identifies and resolves the less complex technical issues. Communicates regularly and frequently with internal and external customers to exchange information, discuss tasks, project progress, and opportunities, identify future tasks, and reach decisions relative to customer requests, customer needs, and service offerings. Assists the help desk and end-user support with escalated issues from the Tier 2 Technicians.</p>
20%	<p><b><u>Software Engineering</u></b> Act as a technical consultant to identify and diagnose malfunctions of Custom Off the Shelf (COTS) software that may include recovery/restoration of the data, system software or hardware to ensure the software performs to the system specifications including using dump analysis, traps, traces, and vendor input to determine the appropriate corrective action. Performs regular backups of critical systems data upon a loss of functionality or at customer request, recovers and/or restores the data or the system software to return to normal operation.</p>
10%	<p><b><u>Network Systems Administration</u></b> Act as a backup to perform Active Directory (AD) account administration, printer management, and other Systems Administrator duties as needed. Assist with printer administration and Web Server administration, including drivers, print spooler, and printer queue to ensure the systems are accessible and functional. Analyzes, troubleshoots, and resolves problems related to data, software, servers, and usage.</p>
<b>PERCENTAGE OF TIME</b>	<b>MARGINAL FUNCTIONS</b>
5%	Stays current on emerging technology, participates in staff meetings, attends training, provides work status reports, handles special projects, and performs other duties as required within the scope of the assigned classification.
<b>PERSONAL CONTACTS</b> <i>(Identify who the employee may be in contact with while performing duties)</i>	
<ul style="list-style-type: none"> <li>Frequent contact with vendors, technical staff, end-users, and management personnel at all levels.</li> </ul>	
<b>SPECIAL REQUIREMENTS</b> <i>(Identify other requirements necessary to perform the job, please select the applicable statement(s))</i>	
<ul style="list-style-type: none"> <li>Overtime may be required</li> <li>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.</li> </ul>	
<b>WORK ENVIRONMENT</b> <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"> <li>Work in a high-rise building</li> <li>Use a computer keyboard and read from computer screens several hours a day</li> </ul>	
<b>PHYSICAL ABILITIES</b> <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"> <li>Must be able to lift and carry up to 50lbs</li> <li>Requires movement of heavy objects</li> </ul>	
<b>TRAVEL</b> <i>(If travel is an essential or marginal function for this position, please include the applicable statement)</i>	

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<ul style="list-style-type: none"> <li>Occasional travel may be required within and/or outside the state of California via private or public transportation (i.e., automobile, airplane, etc.)</li> </ul>		
<b>EMPLOYEE ACKNOWLEDGEMENT</b> 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 a 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
<b>SUPERVISOR ACKNOWLEDGEMENT</b> 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