

**DUTY STATEMENT**

CALIFORNIA PUBLIC UTILITIES COMMISSION

<b>DIVISION</b> Information Technology Services Division		<b>EFFECTIVE DATE</b>
<b>BRANCH/SECTION</b> Procurement and Project Management Services		<b>CLASS TITLE</b> Information Technology Associate
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday 8:00 a.m. to 5:00 p.m.		<b>PHYSICAL WORK LOCATION</b> Sacramento or San Francisco
<b>INCUMBENT (if known)</b>		<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 680-406-1401-017
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.		
<b>BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:</b> Under the general direction of the Information Technology (IT) Contract Manager, IT SUP II, the IT Associate will be responsible for managing low complexity IT Service contracts workload, and conducting low complexity IT Service contracts, amendments, and revisions. The IT Associate will also be responsible for special projects as assigned.		
<b>% Of time performing duties</b> Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>		
<b><u>ESSENTIAL FUNCTIONS:</u></b>		
35%	The incumbent will accurately use, and make recommendations for improvement of, IT Contract management tools to track all contract workload and ensure all work is completed timely, following CPUC policies, preventing any gaps in services. The incumbent reviews all ESSRs assigned to them, tracks the assigned ESSRs, and performs all IT Service contract steps to legally and compliantly execute low complexity IT Service contracts. The incumbent will follow IT procurement laws, policies, and procedures as directed in the State Administration Manual (SAM), the Statewide Information Management Manual (SIMM), the State Contracting Manual vol 2 (SCM 2), Public Contract Code (PCC), and Government Code (GC), and other sources as applicable.	
30%	The incumbent will work with various stakeholders throughout CPUC to obtain a clear understanding of each ESSR assigned to them. The incumbent will determine what IT services are being requested, for how long a period, desired payment provisions, and how the requester would like to track and measure success of the IT services received for low complexity IT Service contracts. The incumbent will establish strong working relationships throughout CPUC using clear, concise, and professional written and verbal communication. They will act as a liaison between CPUC requesters, vendors, IT Invoices, and IT management to interpret contract requirements, track payment, and resolve problems as needed.	
25%	The incumbent will follow IT Contract policies and procedures to ensure electronic contract files are set up appropriately and kept clean and organized for each assigned procurement. They will ensure documents are easily found, and partner with IT Contract Program Managers on the correct process for contract close-out. The incumbent will perform as a peer reviewer for IT Contract FI\$Cal Contract Headers and conduct peer file audits as assigned. The incumbent will be a supportive part of the IT Contract team.	
<b><u>MARGINAL FUNCTIONS:</u></b>		
5%	Attend DGS CalPCA, FI\$Cal, and other necessary training(s) required to keep current on IT Service procurement processes	
5%	Work on ad-hoc assignments and /or project, develop reports as needed for management and control agencies and other job-related duties as required	

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**KNOWLEDGE AND ABILITIES** [From Class Specs]

**Knowledge of:** Information technology concepts, practices, and principles to provide a foundation for technology related work and principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices.

**Ability to:** Perform research and data gathering; analyze information and evaluate results to choose the best solution and solve problems; communicate effectively verbally and in writing as appropriate for the needs of the audience; utilize reporting tools to develop and analyze statistical reports; interpret and explain technical information to non-technical individuals; interpret customer requests to meet service needs and resolve problems; provide customer service; work cooperatively with staff at all levels; proficiently use computers and productivity software; and understand and align technology proposals with business needs. Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes; establish and maintain effective working relationships with others; communicate effectively verbally and in writing as appropriate for the needs of the audience; interpret customer requests to meet service needs and resolve problems; provide customer service; work cooperatively with staff at all levels; proficiently use computers and productivity software; and understand and align technology proposals with business needs

**WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:**

- Work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature.
- Prolonged periods of standing and/or sitting.
- Use a computer, keyboard, mouse, monitor, and printers for prolonged periods of time to include repetitive motion.
- Bend and stoop to retrieve and replace files and records weighing up to 20 pounds.
- Proficiently use standard office technologies, including computer applications, phone equipment, Internet, voicemail, email, etc.
- Ability to work outside of normal business hours.
- Occasional travel throughout the state of California via private or public transportation (i.e., drive an automobile, take an airplane flight, etc.) that may include evenings, overnight, or several days at a time.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE