

DUTY STATEMENT

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Employee Name: Vacant	Current Date: 3/27/2024
Classification: Information Technology Associate	Position #: 673-860-1401-965
Division/Office: Office of Information Services	CBID: R01
Section: IT Operations and Support Branch / Riverside Tech Support	
Supervisor Name:	Supervisor Classification:

I certify that this duty statement represents an accurate description of the essential functions of this position.	
Supervisor:	Date:

I have read this duty statement and agree that it represents the duties I am assigned.	
Employee:	Date:

SPECIAL REQUIREMENTS OF POSITION (IF ANY):

- Designated under Conflict of Interest Code.
- Duties performed may require pre-employment physical.
- Duties performed may require drug testing.
- Duties require participation in the DMV Pull Notice Program.
- Requires the utilization of a 32-pound self-contained breathing apparatus.
- Operates heavy motorized vehicles.
- Requires repetitive movement of heavy objects.
- Works at elevated heights or near fast moving machinery or traffic.
- Performs other duties requiring high physical demand. (Explain below):
Must be able to lift, pull, or push equipment over 50 lbs of various IT hardware/equipment. In addition, the position is highly mobile with the incumbent on his/her feet approximately 60% of the time.
- Duties require use of hearing protection and annual hearing examinations.

SUPERVISION EXERCISED

<input type="checkbox"/> None	<input type="checkbox"/> Lead Person
<input type="checkbox"/> Supervisor	<input type="checkbox"/> Team Leader

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FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises: N/A

Total number of positions in Section/Branch/Office for which this position is responsible: N/A

FOR LEADPERSONS OR TEAM LEADERS ONLY:

Indicate the number of positions by classification that this position LEADS: N/A

MISSION OF SECTION:

The mission of the Office of Information Services (OIS) is to leverage the most effective information technologies (IT) available to achieve the California Air Resources Board's (CARB) program goals. The mission includes ensuring that such technologies are professionally managed, properly maintained and efficiently used.

The IT Operations and Support Branch (ITOSB) is responsible for the implementation, enhancement, and maintenance of CARB's office automation, computer systems and supporting enterprise infrastructure. CARB's network, desktop, telecom, and enterprise systems support more than 2000 users in Sacramento, Riverside, laboratories and other remote sites. ITOSB provides support of IT assets, lab equipment, desktop computers and printers, email/calendaring, service desk support, technical support, and level 1 network. ITOSB also supports all CARB VoIP, video and data communications services. The section also bears primary responsibility for maintaining and operating the underlying enterprise platforms, including servers and systems software that host these systems and databases, and CARB's extensive Internet and Intranet websites.

The Riverside Technical Support Section is responsible for the deployment and maintenance of desktop support services, including all hardware and software support pertaining to CARB end user workstations and peripheral equipment.

CONCEPT OF POSITION:

Under general supervision of the IT Supervisor II (IT Sup II) of the Riverside Tech Support/Software Engineering Section within the ITOSB, the IT Associate (IT Assoc.) performs analytical work of average difficulty in support of CARB's IT systems.

The incumbent must communicate effectively, be well-organized, and be able to track and complete multiple assignments concurrently, while establishing and maintaining constructive professional relationships with management, customers, peers and vendors.

The IT Assoc. 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 IT Assoc. is responsible for individual decisions and actions while working on systems using best practices and innovative technologies. When handling confidential personnel and/or business data, the IT Assoc. must maintain confidentiality.

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INFORMATION TECHNOLOGY DOMAINS:

- Business Technology Management
- Information Security Engineering
- IT Project Management
- Software Engineering
- Client Services
- System Engineering

<u>% OF TIME</u>	<u>RESPONSIBILITIES OF POSITION</u>
25%-E	Assists Tech Support: Riverside staff in their daily tasks, this includes, but is not limited to, responding to Service Desk tickets, analyzing, troubleshooting, documenting solutions, learning with other co-workers, and acting as a liaison between Riverside end users and OIS technical staff. Assists and analyzes hardware/software problems, upgrade and maintain standard CARB hardware/software, image more complex workstation desktops. Support technical program staff and system users by providing subject matter advice and technical information. Review, analyze and provide recommendations or solutions regarding workgroup computing issues.
25%-E	Manage IT hardware inventory for SoCal sites, perform printer maintenance, pickup/deliver hardware, software, and toner; assist with surveying out old equipment.
15%-E	Analyze and troubleshoot basic telecom/network problems, wire office locations for voice, data services using specialized tools. Assist in any necessary intra-building fiber optics networks and computer systems throughout Riverside campus.
10%-E	Assist with degaussing and deleting information on hard drives and CDs/DVDs in support of CARB Program areas.
10%-E	Assist in Audio Visual services at Riverside building
10%-E	Assist on a wide range of special projects to test and evaluate methods of integrating workstations and new IT services into the existing communications systems and IT environment available at the CARB.

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5%-M	<p>Assist to develop and update software and hardware standards in support of the CARB's IT environment.</p> <p>Information Security Engineering: Ensures security controls are met throughout the lifecycle for all IT assets.</p> <p>May perform other duties within the scope of the classification as required.</p>
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