

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Information Technology Associate	OFFICE/BRANCH/SECTION IT\Infrastructure Management\Sac Metro IT Operations	
WORKING TITLE Desktop Support Analyst	POSITION NUMBER 900-170-1401-179	REVISION DATE 10/31/2024

As a valued member of the Caltrans leadership team, you make it possible for the Department to provide a safe and reliable transportation network that serves all people and respects the environment.

GENERAL STATEMENT:

Under the general supervision of an IT Supervisor II in the HQ IT Operations unit, the incumbent serves as a Desktop Support Analyst supporting business operations in the Sacramento Metropolitan Offices.

MAJOR FUNCTIONS: The incumbent provides administrative and technical support on computers, laptops, tablets, mobile devices, servers, storage arrays, backup systems, printers, the Local Area Network, and telecommunications services. The incumbent performs the activities of the System Development Life Cycle which includes systems: analysis, design, build, test, maintenance and operations. Additionally, the incumbent provides support for all phases of end user device life cycle management including procurement, deployment, installation, configuration, maintenance and operations, and surplus. The incumbent provides end user training in the configuration and use of client technologies. The incumbent collaborates with peers and management to update and recommend standards, processes and procedures, and technology practices. The incumbent tracks, monitors, and audits IT assets to maintain accountability using standard asset management tools and techniques in compliance with the State Administrative Manual and other applicable policies and regulations. The incumbent also performs functions including, but are not limited to, researching, writing, reporting, presenting, etc. Incumbent will be utilizing the prescribed ticketing system for the clear, accurate and technical written documentation of customer issues. Incumbent will consistently utilize professional customer service and effective communication skills when dealing with customers and coworkers. The incumbent participates in intermittent projects or assignments.

DOMAINS:

System Engineering
Client Services

CORE COMPETENCIES:

As an Information Technology Associate, the incumbent is expected to become proficient in the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, Strategic Imperatives and Goals. Effective development of the identified Core Competencies fosters the advancement of the following Leadership Competencies: Change Commitment, Risk Appetite, Self-Development/Growth, Conflict Management, Relationship Building, Organizational Awareness, Communication, Strategic Perspective, and Results Driven.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement)
- **Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Reliability**: Ability to demonstrate dependability in meeting commitments, and providing a consistent work product. Takes responsibility for individual actions in order to meet deadline demands. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Problem-solving and Decision-making** : Identifies problems and uses logical analysis to find information, understand causes, and evaluate and select or recommend best possible courses of action. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Relationship Building**: The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement)
- **Organizational Awareness**: Contributes to the organization by understanding and aligning actions with the organization's strategic plan, including the mission, vision, goals, core functions, and values. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Integrity)
- **Interpersonal Effectiveness** : Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity)
- **Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement)

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- **Thoroughness:** Ensures that work and information is complete and accurate. Ensures that assignment goals, objectives, and completion dates are met. Documents and reports on work progress. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
50%	E	Systems Maintenance and Operations The incumbent performs health checks on systems and monitors systems for proper operations; performs systems upgrade, security patch management; troubleshoots and resolves system anomalies; develops, maintains and follows established technology practices, processes and procedures for incident management, Monthly Scheduled Maintenance; develops and maintains Systems Maintenance Manuals.
20%	E	Systems Analysis The incumbent organizes, plans, documents and analyzes business and technical requirements and develops System Requirements Specifications; analyzes, troubleshoots, resolves and reports systems anomalies; performs market surveys, evaluates products and makes recommendation for adoption; produce specifications and build of materials for purchase requisitions.
10%	E	Systems Build The incumbent utilizes the System Design Specifications and/or comparable documents to install, configure and tune systems/applications; installs and configures systems for development, test, staging and production environments; develops, maintains and follows established technology practices, processes and procedures for configuration management, change management and release management.
10%	E	Systems Test The incumbent organizes, plans and develops test use cases and System Test Specifications; collaborates with stakeholders on systems test activities including planning, testing, reporting and correcting problems found during the test phase of the system development life cycle; develops, maintains and follows established technology practices, processes and procedures for unit testing, system testing, performance testing, etc.
5%	E	Systems Design The incumbent utilizes the System Requirements Specifications to design solutions to meet specifications; performs system modeling and prototyping to provide effective design solutions; develops System Design Specifications to meet business and technical requirements.
5%	M	The incumbent performs other related duties as assigned in the specified domain(s) as needed.

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

The incumbent has no direct supervisory responsibilities. However, this position may require the incumbent to work with small teams to achieve common goals and objectives.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: Principles, techniques, and procedures related to the delivery of information technology services; the System Development Life Cycle 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: 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.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent must exercise good judgment, analyze problems, and take appropriate action. Poor decisions or recommendations could result in significant losses of departmental efficiencies through unnecessary delays, loss of data, equipment damage, loss of employee productivity, and user dissatisfaction.

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PUBLIC AND INTERNAL CONTACTS

The incumbent will have frequent contact with managers and staff in Caltrans, private consultants, and vendor representatives concerning the needs and development of IT systems. The incumbent may initiate contacts with other departments, governmental agencies, or private companies.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for prolonged periods of time using a keyboard, monitor, mouse, and telephone. The incumbent must adjust rapidly to new situations warranting attention and resolution; be open to change and new information; adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles; consider and respond appropriately to the needs and capabilities of others; be tactful and treat others with respect. In addition, the incumbent must have the ability to multi-task, adapt quickly to changing priorities, and perform completed staff work or tasks and projects with short notice. The incumbent must be able to lift computer equipment that weighs up to 50 pounds. Additional physical requirements include moving various large pieces and boxes of computer hardware, carrying, pushing, pulling, bending, squatting, stooping, and kneeling.

WORK ENVIRONMENT

The incumbent will perform work indoors in a climate-controlled environment under artificial lighting. The incumbent may be required to work for extended periods of time in a computer room that maintains an approximate temperature of 70 degrees.

The incumbent may be required to occasionally work overtime on an on call basis outside of normal work hours to resolve problems. Possession of a valid driver's license is required when operating a State owned or leased vehicle. If the incumbent uses their personal vehicle they will be reimbursed for travel expenses. When available, a State vehicle will be provided. Infrequent out-of-town travel may be required to assist with desktop support activities in local Caltrans districts.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's evolving telework policy. Caltrans supports telework, recognizing that in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksites with minimum notification if an urgent need arises. The selected candidate will be required to commute to the headquartered location as needed to meet operational needs. Business travel may be required and reimbursement considers an employee's designated headquartered location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

I agree that by providing my electronic signature for this form, I agree to conduct business transactions by electronic means and that my electronic signature is the legal binding equivalent to my handwritten signature. I hereby agree that my electronic signature represents my execution or authentication of this form, and my intent to be bound by it.

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE

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