CALIFORNIA PRISON INDUSTRY AUTHORITY

DUTY STATEMENT

1. Institution/Division/Office: Central Office/MIS/CALPIA	**2. Unit/Industry/Enterprise:** Management Information Systems (MIS)
3. Classification Title: Information Technology Associate	**4. Proposed Incumbent (if known):** Vacant
5. Current Position Number (Agency-Unit-Class-Serial): 063-045-1401-006	**6. Effective Date:**

7. Briefly (1 or 2 sentences) describe the position's organization setting and major functions:

Under general supervision of the Information Technology Supervisor II, the Information Technology Associate duties will include end-user support and completing support tickets for the Salesforce application, as well as collaborating with the Information Security team to execute guidelines for technology governance and process improvement. This position requires excellent written and verbal communication skills, the ability to meet priority deadlines, as well as maintaining high customer satisfaction.

8. Work Schedule: Monday - Friday; 8:00am - 5:00pm

9. Percentage (%) of time performing duties:	**10. Indicate the duties and responsibilities assigned to the position and the percentage (%) of time spent for each. Group related tasks under the same percentage (%) with the highest percentage (%) listed first.**
	ESSENTIAL FUNCTIONS
35%	Provide day-to-day end user support of the Salesforce application. Understand business process and how it relates and is configured in the system. Train and assist users with best practices to improve and increase their knowledge and adoption of the Salesforce application. Create and manage users, profiles, roles and permission sets in Salesforce. Troubleshoot issues as needed and help customers resolve issues in person or remotely. Create training and user documentation and maintain ongoing documentation processes as business needs evolve, or new features are added.
25%	Assist with the management of Salesforce data integrity and import/export/update data using Dataloader. Develop reports, dashboards, and processes to continuously monitor data quality and integrity. Customize fields, page layouts, record types, reports and dashboards. Troubleshoot potential system and configuration issues and implement solutions. Maintain security including sharing rules and security levels. Research and prepare reports on emerging Salesforce system changes and updates. Work closely with the MIS team to maintain program standards and functionality. Test the Salesforce system to ensure quality control. Maintain security including sharing rules and security levels.
20%	Client Services and Information Security: May execute guidelines for technology governance and process improvement; maintain application security and privacy; investigate security incidents; track, monitor, and audit information technology assets; analyze, develop and document business processes; formulate, deliver, and coordinate end user training; resolve client incidents or requests; install, configure, maintain, and troubleshoot applications; update controls to ensure availability of systems and databases; maintain software product documentation; enhance, and maintain information technology software solutions; gather, document, and review system requirements and specifications; and test, debug, and evaluate software systems functionality.
15%	Participate in sprint-planning process, team stand-ups, and assists with managing the Salesforce user story backlog. Travel as needed to assist Salesforce users. Review system data back-up logs as needed.
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9. Percentage (%) of time performing duties:	10. Indicate the duties and responsibilities assigned to the position and the percentage (%) of time spent for each. Group related tasks under the same percentage (%) with the highest percentage (%) listed first.
5%	**MARGINAL FUNCTIONS** Attend staff meetings, interagency project meetings, and other job-related training. Other duties as assigned per classification.
	ADDITIONAL EXPECTATIONS This position requires that the incumbent work collaboratively with all CALPIA staff and provide excellent service to internal and external customers. Additional expectations of the role include (1) courteous and respectful communication with all levels of the organization, (2) accountability and completion of all assigned tasks and work products commensurate with the position classification, (3) adherence to manager-approved work schedule and (4) experience managing online marketing campaigns and the Salesforce application.

11. SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.		
12. DATE SUPERVISOR PROVIDED EMPLOYEE WITH A COPY OF THE DUTY STATEMENT:		
PRINT EMPLOYEE NAME: Vacant	**EMPLOYEE SIGNATURE:**	**DATE:**
PRINT MANAGER/SUPERVISOR NAME: Joyanne Washington	**MANAGER/SUPERVISOR SIGNATURE:**	**DATE:**
HR APPROVAL: TS 12/12/2024		