

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

Classification Title Information Technology Technician (ITT)	Board/Bureau/Division Office of Information Services (OIS)
Working Title IT Support Technician	Office/Unit/Section / Geographic Location Office of Information Services / Administrative Unit / Client Services Section / Sacramento
Position Number 610-710-1400-001	Name and Effective Date Vacant

General Statement: Under initial close supervision of the Information Technology Supervisor II (ITS II), the Information Technology Technician (ITT) provides broad general and technological support to the Department of Consumer Affairs (DCA), Office of Information Services (OIS). The incumbent serves as procurement technician working with OIS IT management and staff and performs a variety of tasks in support of systems and services in the Business Technology Management and Client Services domain. Duties include, but are not limited to, the following:

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A. Specific Assignments [w/Essential (E) and Marginal (M) Functions]

70% Procurements & Contracts (E)

Assist IT managers and project-leads in all phases of the IT procurement and contract process to ensure that IT procurement packages comply with the department's standards, State Administrative Manual, Purchasing Authority Manual, State Contracting Manual and policy and procedures. (20%)

Assemble IT procurement and contract packages with the appropriate supporting documents such as Small Business Exemptions or Sole Source Justification. Review vendor bid information to ensure accuracy. (20%)

Communicate with vendors regarding solicitation and technical requirements in alignment with released Statement of Work documents through problem identification (with customer) and analysis to determine the appropriate solutions meet customer requirements in adherence to Statewide Mandates and Guidelines. (10%)

Route, log and track IT procurement packages for review and approval. Research IT best practices with industry standards to apply to purchasing requirements. (7%)

Review invoices for accuracy, ensuring amounts are accurate and deliverables are received. Upload invoices into Excel procurement files; monitor contracts for licenses renewals and expenditure usage. (7%)

Receive IT assets, validate assets against purchase invoice and complete IT assets stock received reports. (6%)

15% Personnel Liaison (E)

Route Request for Personnel Actions (RPA's) and all of the attachments to OHR ensure hiring documents are returned to OHR in a timely manner. Maintain and update OIS Personnel files and ensure all hiring package information (applications, screening criteria, interview questions, reference checks, etc.) is stored in a confidential manner as specified by the department's record

retention schedule. Keep position rosters updated; work with DCA Office of Human Resources (OHR) on vacancy or other position drills. Track vacancies to ensure positions are filled in a timely manner. Maintain program organizational charts and revise as necessary; submit revised/updated charts to OHR for review and approval.

10% Licensee Validation/System Updates (E)

Assist review licensee information received from California local (county) child support agencies and the Department of Consumer Affairs (DCA) BreEZe system data to verify accuracy of the data and confirm licensees with delinquent child support.

Cross reference information in various automated systems to confirm accuracy of the license information. Verify and update licensee release information from the county. Based on evaluation of licensee information, release holds on licenses, generate new licenses or Notices of Release for licenses.

5% Attendance/Administrative (M)

Backup Attendance Liaison as necessary. Keep workload tickets up to date; provide status reports as necessary, attend staff meetings. Perform other duties as assigned.

B. Supervision Received

The incumbent works under initial close supervision of the ITS II, and may receive assignments from Information Technology Manager Is and IIs, and the OIS Chief Information Officer (CEA B).

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The incumbent has contact with all levels of the DCA staff, consultants, vendors, California Technology Agency staff, Control Agency staff, and other government agencies. This includes DCA's Divisions, Programs, Bureaus, Boards, and Committees including executive management. Contacts may be initiated with other departments, governmental agencies, and private companies concerning information system and data center technologies as they related to the performance of this position.

F. Actions and Consequences

The incumbent will make decisions that impact the functionality of the DCA technology applications and solutions. Failure to properly administer duties using good judgment, logic, and discretion, may result in poor performance or unusable systems and/or applications, and prevent the DCA end users from effectively performing their duties. In addition, substantial workload backlogs may occur, online consumer services may be unavailable, and the DCA may be unable to carry out mandates designed to protect consumers, licensees, and applicants.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. The incumbent must occasionally move about inside the office to access office machinery. The incumbent must constantly operate a computer and other office productivity machinery, such as a copy machine. The incumbent must

be able to remain in a stationary position 50% of the time. The incumbent may be required to perform duties at local client sites as required and at any of DCA's statewide field sites as scheduled in advance.

H. **Other Information**

The incumbent must be able to reason logically, creatively, and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives, research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to DCA's CORI procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

Required Technical Knowledge

Moderate experience with Microsoft Products:

MS Excel

MS Word

Additional Performance Expectations:

Ability to work cooperatively with others

Ability to work efficiently

Ability to report to work on time

Ability to maintain consistent, regular attendance

Ability to work under changing deadlines

Ability to look and act in a professional manner

Ability to get along with others

Ability to exhibit courteous behavior towards others at all times

Ability to meet deadlines

Ability to perform tasks with minimal amount of errors

Ability to do completed staff work

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe 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 the Health & Safety analyst.)

Employee Signature

Date

Printed Name

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

Supervisor Signature

Date

Printed Name

Revised: 12/2024