DUTY STATEMENT

Employee Name:	Position Number: **580-152-1401-015**
Classification: Information Technology Associate	Tenure/Time Base: Permanent / Full-Time
Working Title: Customer Service Technician	Work Location: 1616 Capitol Ave, Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Data Center Operations and Services Branch/ Customer Service Section

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the California Department of Human Resource's Job Descriptions webpage.

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating customer focused solutions that are responsive and agile; supporting a modern infrastructure, tools, architecture, and standards; to effectively provide efficient services following service level agreements. The Information Technology Services Division (ITSD) leverages data and technology to create sustainability across CDPH by creating efficient solutions that meet customer expectations and reduce waste. As well as, creating innovative solutions, strengthening partnerships and collaborations, and embracing technology.

The incumbent works under the general supervision of the Information Technology Supervisor II (IT Sup II), Unit Chief in the Customer Service Section (CSS). The Information Technology Associate (ITA) is responsible for providing first-level Information Technology (IT) support for all the California Department of Public Health (CDPH) employees, who may include, both state and contract staff. The ITA provides the overall installation, maintenance, and administration of IT resources in support of a centralized IT environment, working for CSS, within the Data Center Operations Services Branch. The ITA diagnoses and resolves hardware, software, and connectivity issues. The ITA independently prioritizes their work, resolves hardware/software and connectivity issues, and elevates issues to higher level support staff. The ITA assists in the support of the day-to-day operations and maintenance of all IT hardware, software, and peripherals. The ITA must adhere to state IT standards and policies at both the Department and state level.

The ITA performs duties in the Client Services and Systems Engineering domains.

Special Requirements

☐ Conflict of Interest (COI)

☐ Background Check and/or Fingerprinting Clearance

☐ Medical Clearance

☒ Travel: 5% Occasional Travel for site visit or meeting.

☐ Bilingual: Pass a State written and/or verbal proficiency exam in

☐ License/Certification:

☐ Other:

Essential Functions (including percentage of time)

25%   Performs complete desktop support, including: installing and maintaining workstation hardware and software; upgrading hardware and software; assisting network users with analyzing and solving hardware and software problems; performing routine network maintenance and troubleshooting; replacing computers as needed and/or arranging repairs; installing and initializing workstation operating systems; maintaining network printers; assuring virus software is installed and running on all systems; and assisting end users with accessing and using network resources.

25%   Provides end user support for application software, workstation hardware and peripherals via help desk phone support. Interacts with CDPH staff of all levels and troubleshoots workstation and peripheral problems when necessary. Analyzes problems and recommends course of action to resolve issues/problems. Provides input of resolved issues to the help desk "Knowledge Base" for use by all CSS staff. Updates Help Desk documentation to ensure procedures remain current.

25%   Perform well-defined tasks requiring occasional innovative problem-solving within technology governance and process improvement guidelines. Develop and update ITSD controls to ensure the availability of systems and databases; enhance and maintain information technology software solutions; gather, document, and review system requirements and specifications aligning with technological modernization strategies in support of CDPH programs.

10%　Ships and receives computer related hardware and software to CDPH field offices. Tags and documents new computer equipment for placement into inventory. Prepares old computer equipment for inventory by performing duties such as removing tags and hard drives. Supports CDPH staff by analyzing hardware and software ticket requests. Processes requests by CDPH staff for modifications to the hardware/software system configurations. Assures all personal computers are in compliance with department prescribed hardware and software standards for Office Automation, to include, ensuring Citrix is loaded for remote access.

10%　Provides setup of workstation hardware, printers, and peripherals. Configures computer hardware and printers for networking services. Updates workstations, printers, and other computer peripherals as required. Makes recommendations to management for improvement of processes and practices. Provides hands on support as needed for CDPH staff within field office.

Marginal Functions (including percentage of time)

5%　Performs other job-related duties as assigned.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:
Approved By: D.S.
Date: 2/10/25