

YOUR EFFORTS WILL MAKE FISCal A SUCCESS

DUTY STATEMENT

CLASSIFICATION TITLE Information Technology Associate	DIVISION NAME Information Technology Division,
WORKING TITLE Desktop Support and Asset Management Specialist	OFFICE/SECTION/UNIT Infrastructure and Platform Services Office, Infrastructure Services Section, Desktop Support Unit
EMPLOYEE NAME VACANT	POSITION NUMBER 333-350-1401-010

You are a valued member of the Department of FISCal. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

GENERAL STATEMENT

Under the direction of the Information Technology Supervisor, the Information Technology Associate (ITA) provides technical expertise in desktop administration and IT support. The incumbent is responsible for tracking IT assets assigned to staff and contractors, maintaining and troubleshooting desktop and mobile hardware, operating systems, software applications, printers, virtual desktops, security software, email accounts, network access, and remote access services.

The ITA provides technical assistance related to the installation, configuration, maintenance, and troubleshooting of IT systems. This role supports end users across a range of IT services to ensure efficient and reliable technology operations.

This position primarily focuses on Business Technology Management, Client Services, and Software Engineering but may involve responsibilities across other IT domains as needed.

SUPERVISION RECEIVED

The ITA reports directly to the IT Sup I and indirectly to the Chief of Infrastructure Services Section.

SUPERVISION EXERCISED

The ITA has no direct supervisory responsibilities. The incumbent may act as a team lead as directed by the IT Sup I or the Chief of Infrastructure Services Section.

ESSENTIAL FUNCTIONS

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

<u>% OF TIME</u>	<u>ESSENTIAL FUNCTIONS</u>
35%	Systems Administration, Maintenance and Support Install, configure and troubleshoot the following technologies: <ul style="list-style-type: none"> • Install, configure, and troubleshoot: • Desktops, laptops, and mobile devices (phones, tablets) • Desktop Operating Systems (Windows 10,11) • Office productivity suites • Printers and multifunction devices • Virtual desktop environments • Security software (antivirus, anti-malware) • Email and network accounts • Remote access services (VPN, etc.) • Audio/visual equipment
30%	Service Desk Support <ul style="list-style-type: none"> • Provide technical assistance at the service desk, troubleshooting operating system, application, and network issues. • Log and track support requests using an IT service management platform. • Triage and resolve technical issues before escalation. • Escalate urgent or complex issues as needed. • Respond to user requests via in-person support, email, phone, or messaging platforms. • Follow up with users to ensure resolution and customer satisfaction. • Communicate relevant technical issues and updates to management and team members. • Research technical questions and provide solutions. • Ensure compliance with IT policies, security standards, and regulatory requirements. • Provide end-user training on hardware, software, and operating systems.
10%	IT Asset Management and Procurements <ul style="list-style-type: none"> • Track IT assets throughout their lifecycle, including inventory, reporting, and refresh cycles. • Maintain records of hardware, software, and maintenance services. • Monitor and report on IT asset lifecycles. • Assign and manage asset tags for property control. • Adjust asset records for lost, stolen, or decommissioned items. • Conduct regular audits of IT assets.
15%	Systems Analysis, Testing, and Implementation <ul style="list-style-type: none"> • Analyze, configure, test, document, and implement optimizations for desktops and mobile devices.

	<ul style="list-style-type: none"> • Review and analyze software usage reports to ensure efficient resource utilization. • Research and recommend system enhancements and emerging technologies.
5%	Documentation and Training <ul style="list-style-type: none"> • Develop and maintain documentation for IT systems, including configuration, change management, and security protocols. • Provide technical training for staff and team members. • Present proposals for IT software, hardware, and service acquisitions
% OF TIME	<u>MARGINAL FUNCTIONS</u>
5%	<ul style="list-style-type: none"> • Perform other related duties as required to fulfill FI\$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the team/unit, which may include special assignments.

KNOWLEDGE AND ABILITIES

All knowledge and abilities of the Information Technology Technician classification; and

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

SPECIAL REQUIREMENTS

The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check is required.**

WORKING CONDITIONS

The incumbent may need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked. The incumbent should be available to travel as needed and is expected to

perform functions and duties under the guidance of the Department of FISCal's core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier, telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

SIGNATURES

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 assigned HR analyst.)

Employee Signature

Date

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

Hiring Manager Signature

Date

HR Analyst: AR

Date Revised: 04/08/25