

**DUTY STATEMENT** (Rev. 04/18)☐ Current☒ Proposed**SHADED AREA FOR HUMAN RESOURCES ONLY**

HRSO APPROVAL / DATE (HR ANALYST INITIALS / DUTY STATEMENT REVISION DATE) <b>EC August 20, 2018</b>		EFFECTIVE DATE (DATE POSITION FILLED)
PC # <b>NA</b>		POSITION NUMBER <b>175-300-4870-906</b>
BUREAU / SECTION <b>Information Technology Bureau</b>		CLASSIFICATION TITLE <b>Student Assistant</b>
SPECIFIC LOCATION ASSIGNED <b>Sacramento</b>		WORKING TITLE <b>Student Assistant</b>
WORKING HOURS / SCHEDULE TO BE WORKED <b>20+ Hours a Week</b>		INCUMBENT <b>Vacant</b>
<b>CONFLICT OF INTEREST CLASSIFICATION</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment and once per year. Failure to comply with the Conflict of Interest Code requirements may void the appointment.		
YOU ARE A VALUED MEMBER OF THE CALIFORNIA STATE LIBRARY'S INFORMATION TECHNOLOGY TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE STATE LIBRARY TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.		
Under the close supervision of the Chief Information Officer, the Student Assistant, in a learner capacity, assists in the performance of providing routine technical support for the California State Library (State Library). The Student Assistant serves as the first level of support for all help desk problems and responds to IT issues arising within the department's computing environment. The Student Assistant logs all requests for assistance into the Help Desk Ticketing system and updates the system as ticket statuses change; updates inventory of all IT hardware and software issued to staff. Assists other team members in resolving issues. Duties include, but are not limited to, the following:		
30%	<b>ESSENTIAL FUNCTIONS:</b>  <b>Systems Maintenance and Support</b> Assists the Information Technology Associate with the installation, configuration and troubleshooting of, but not limited to the following technologies: <ul style="list-style-type: none"> <li>• Desktops</li> <li>• Laptops</li> <li>• Mobile Devices (Cell Phones and Tablets)</li> <li>• Operating Systems</li> <li>• Microsoft Office Suite</li> <li>• Printers</li> <li>• Copiers</li> <li>• Software</li> </ul>	
30%	<b>First Level Support for the Information Technology Help Desk</b> <ul style="list-style-type: none"> <li>• Learns and performs a variety of less complex technical skills to assist users with requests.</li> <li>• Responds to queries either in person, via E-mail or over the phone.</li> <li>• Follows up with customers to ensure issues have been resolved.</li> <li>• Logs and updates status of all requests for assistance into the Help Ticketing system.</li> <li>• Provides support to staff in matters related to personal computers and electronic applications, including installation, operation, instruction, and troubleshooting any technical problems that may arise.</li> <li>• Identifies and analyzes moderately complex personal computer related problems, recommends and implements solutions.</li> <li>• Coordinates and communicates with other IT staff and customers for technical information to fulfill requests.</li> </ul>	
25%	<b>Inventory and Asset Management</b> <ul style="list-style-type: none"> <li>• Performs physical inventories of hardware.</li> <li>• Organizes storage rooms and moves equipment, counts stock, and surplus equipment.</li> <li>• Follows asset tracking procedures and provides updates to maintain all unit-level databases.</li> </ul>	

**DUTY STATEMENT** (Rev. 04/2018)

5%	<b>MARGINAL FUNCTIONS:</b> Performs other related duties as required to fulfill the State Library'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.
----	--

**SUPERVISION RECEIVED**  
 The Student Assistant reports directly to and receives the majority of assignments from the Chief Information Officer; however, direction and assignments may also come from Information Technology staff.

**SUPERVISION EXERCISED**  
 None

**ADMINISTRATIVE RESPONSIBILITY**  
 None.

**PERSONAL CONTACTS**  
 The Student Assistant has daily contact with State Library staff and occasional contact with technology vendors.

**ACTIONS AND CONSEQUENCES**  
 Must maintain regular and acceptable attendance at such level as is determined at the State Library's sole discretion. Must be regularly available and willing to work the hours the State Library determines are necessary or desirable to meet its business needs.

**FUNCTIONAL REQUIREMENTS**  
 The incumbent works in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential when working in the office setting. Core business hours are 8:00 a.m. to 5:00 p.m., but hours may be modified to accommodate school schedules.

Ability to operate a computer/keyboard and other office equipment, such as telephone, printer, and copier. Requires ability to move materials and equipment, including equipment and boxes up to 50 pounds.

**OTHER INFORMATION**  
 Attend training, webinars, and self-directed training sessions to ensure that incumbent is technically proficient with relevant technology, trends, and industry best practices.

The duties of this position are performed indoors. The employee's workstation is located at 900 N Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings, training classes, or to support the State Library Staff located at other locations.

***The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.***

I CERTIFY THAT THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH AND HAVE PROVIDED A COPY OF THIS DUTY STATEMENT TO THE EMPLOYEE NAMED ABOVE.

SUPERVISOR'S NAME (PRINT)	SUPERVISOR'S SIGNATURE	DATE
---------------------------	------------------------	------

EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT AND I CERTIFY THAT I POSSESS ESSENTIAL PERSONAL QUALIFICATIONS INCLUDING INTEGRITY, INITIATIVE, DEPENDABILITY, GOOD JUDGMENT, AND ABILITY TO WORK COOPERATIVELY WITH OTHERS; AND A STATE OF HEALTH CONSISTENT WITH THE ABILITY TO PERFORM THE ASSIGNED DUTIES AS DESCRIBED ABOVE WITH OR WITHOUT REASONABLE ACCOMMODATION. (IF YOU BELIEVE REASONABLE ACCOMMODATION IS NECESSARY, DISCUSS YOUR CONCERNS WITH YOUR SUPERVISOR. IF UNSURE OF A NEED FOR REASONABLE ACCOMMODATION, INFORM YOUR SUPERVISOR WHO WILL DISCUSS YOUR CONCERNS WITH THE HEALTH AND SAFETY OFFICER.)

EMPLOYEE'S NAME (PRINT)	EMPLOYEE'S SIGNATURE	DATE
-------------------------	----------------------	------