

DUTY STATEMENT

DS 3022 (6/2024)

**DEPARTMENT OF DEVELOPMENTAL SERVICES
INFORMATION TECHNOLOGY DIVISION
TECHNICAL BUSINESS MANAGEMENT OFFICE
SERVICE DESK/ACQUISITIONS SECTION**

DUTY STATEMENT

JOB TITLE: Information Technology Associate**POSITION #:** 472-512-1401-917**WORKING TITLE:** IT Service Desk Analyst**NAME:**

POSITION DESCRIPTION: Under the supervision of the Information Technology Supervisor II, the incumbent provides full journey level, tier two IT Service Desk/Technical support, which includes daily phone coverage, emails, and ITD ServiceNow Incident and Service Request submission tracking for DDS users, including HQ/HQ South, STAR Homes, Regional Centers, and Developmental Center staff. Utilize service desk support applications, software, and hardware products. Requires knowledge and experience with Microsoft Office 365 products, Windows operating systems, and ability to troubleshoot and instruct users on other products. Provide support for the Secure File Transfer Protocol process. Provide support for the wireless network, state issued iPhones, tablets, video conferencing, Voice over Internet Protocol, and the ServiceNow ticketing system. Backup support for the Acquisitions purchasing process.

SUPERVISION EXERCISED: N/A**SUPERVISION RECEIVED:** Information Technology Supervisor II**EXAMPLES OF DUTIES:**

DOMAIN(S):	Client Services:	critical skills
	Business Technology Management:	moderate skills
	Software Engineering:	basic skills
	IT Project Management:	basic skills
	System Engineering:	basic skills
	IT Security Engineering:	basic skills

Essential Job Functions:

65% Document, troubleshoot, and resolve incidents/service requests in ServiceNow, over the phone, and through email. Provide innovative solutions (including workarounds) to users in person and remotely for tier one and tier two issues. Install, configure, deploy, maintain, and troubleshoot software applications and hardware equipment. Provide support for tablets, laptops, desktops, video conferencing, plotter printing, and multifunctioning printers. Administer Microsoft Office 365 and its apps and services, reset passwords in various applications, create and modify groups in Active Directory and MS Entra (Azure). Develop knowledge and experience with Secure File Transfer Protocol (SFTP) process.

- 15% Execute guidelines for technology governance and process improvements. Using the hardware inventory asset tracking system, track, monitor, and audit information technology assets. IT equipment. Analyze, develop, document business process & procedures/job aids. Maintain software product documentation. Implement software that adheres to enterprise requirements. Create, enhance, and maintain IT software solutions. Acts as project participant with other analysts in data analysis of a complex nature or broad scope. Help test, debug, and evaluate software systems.
- 15% Formulate, develop materials, coordinate schedules, and instruct end users on Microsoft Office products in classroom and webinar training settings.

Marginal Job Functions:

- 5% Complete other assigned duties as required within the scope of this position.

WORKING CONDITIONS: Occasional after hours work to resolve network issues. Occasional mandatory overtime or travel (day trip or overnight within the state of California) to ensure completion of network tasks at HQ or remote sites. Open-spaced partitioned office. Must be willing to work a shift starting between 7:00am 5:30pm and cover a shift during the lunch period between 11:00pm-2:00pm.

ESSENTIAL PHYSICAL CHARACTERISTICS: Work on a personal computer up to 100% of the time. Occasionally required to move and transport objects weighing up to 25 pounds. Must be able to walk or drive to remote work sites.

DESIRABLE QUALIFICATIONS:

Knowledge of: Principles, techniques, and practices related to the delivery of information technology services; the Department's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; data administration techniques and best practices; and the Department's goals and policies.

Ability to: Develop and maintain cooperative and harmonious relationships with Department staff including staff at state operated facilities, regional center staff, the public, and others, maintaining a calm demeanor under pressure, and demonstrating consistency in attendance; work with professional personnel in the field relating to, coordinating, and implementing services for persons with developmental needs; use initiative; act independently with flexibility and tact; use logic, creativity, and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; perform technical analysis of proposed technology solutions; serve as technical liaison; develop and effectively utilize all available resources; analyze situations accurately and take effective action; speak and write effectively; analyze data and present ideas and information effectively;

CERTIFICATION OR LICENSE: None.