

OFFICE OF THE STATE CONTROLLER

DUTY STATEMENT

EMPLOYEE NAME Vacant	DIVISION Information Systems
CLASSIFICATION TITLE Information Technology Associate	UNIT NAME - LOCATION Audits IT Support – (CBP) Sacramento
WORKING TITLE IT Support	POSITION NUMBER 051-340-1401-018
Information Technology Domain Client Services	EFFECTIVE DATE TBD

SECTION A: GENERAL DESCRIPTION

Under general direction provided the Information Technology Supervisor of the Management Analysis and Technical Support Bureau (MATs), the incumbent will perform work of average difficulty in analytical studies for the support, development, installation, implementation of electronic information processing systems, and teleprocessing networks and/or systems.

SECTION B: ESSENTIAL FUNCTIONS

Candidates must have the ability to perform the following essential functions with or without reasonable accommodations.

Percentage of
Time Spent

Typical Task

25%	Assist the Management Enterprise Resource Information Tool (MERIT) Administrator with the project portfolio management software system. Work with the MERIT liaison in maintaining the system, analyzing information and situations, identifying problems, and drawing valid conclusions in order to contribute to the design and documentation of information technology systems. Compile statistical data and develop reports for management. This includes providing tier 1 support for all new and existing users, providing technical support with MERIT helpdesk operations, and assisting the MERIT
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	team to coordinate and develop IT training for MERIT users. Assist in designing, building, and updating modules and projects within MERIT and ensure each project meets Audits division policy and Governmental Accounting standards.
25%	Assist the TeamMate (Paperless Auditing Software) Administrator in providing technical assistance to staff and work with TeamMate Support to troubleshoot and resolve issues. Stay up to date on latest Auditing software features and the possible benefits to the division.
30%	Assist IT staff in analyzing and resolving issues related to the testing, maintenance and deployment of all laptop & desktop computers, monitors, peripherals and software. Provide technical assistance to staff on various application software. Escalate incidents to SCO Service Desk for further support when necessary. Monitor progress for timely resolution. Manage user accounts and security groups. Provide training on use of departmental standard application software and equipment and documents processes and procedures.
10%	Analyze computer equipment inventory reports and reconcile discrepancies. Participate in quarterly inventory exercises with AMPU to validate SCO assets and procedures.
10%	Assist the division Webmaster and SharePoint administrator to design, develop and maintain the content of the intranet, public website and SharePoint sites.

SECTION C: NON-ESSENTIAL FUNCTIONS

0%	None
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SECTION D: ADA REQUIREMENT

Alternative will be provided for incumbents who are unable to perform the non-essential functions of the job because of a disability as defined by the Americans with Disabilities Act.

SECTION E: KNOWLEDGE, SKILLS AND ABILITIES

The incumbent should have full knowledge of principles of public administration, organization and management; information technology systems equipment, software, and practices; analytical techniques; and technical report writing.

The incumbent must be able to analyze information and situations, identify and solve problems, reason logically, and draw valid conclusions; develop effective solutions; apply creative thinking in the design of methods of processing information with information technology systems; monitor and resolve problems with information technology systems hardware, software, and processes; establish and maintain effective working relationships with others; and communicate effectively.

SECTION F: RESPONSIBILITY FOR DECISIONS (CONSEQUENCE OF ERROR)

The incumbent will have access to the division's sensitive and confidential information as it relates to IT. Careless, accidental, or intentional disclosure of IT information to unauthorized persons can have far-reaching effects, which may result in civil or criminal actions against those involved.

SECTION G: PERSONAL CONTACT

Under supervision, the incumbent supports and confers with all levels of management in the department.

SECTION H: WORK ENVIRONMENT

While at the base of operation, the incumbent will work in a climate-controlled office under artificial lighting. Travel to customer locations, primarily in Sacramento County, will occur on a regular basis. When traveling, the incumbent may be subject to the elements of the destination. The incumbent is expected to adhere to a consistent work schedule averaging 40 hours per week. The incumbent may be required to work outside of normal business hours and is required to carry a mobile communications device.

SECTION I: PHYSICAL REQUIREMENTS

(The following is the average for the classification. Due to business needs, frequency of activities may vary.)

Check the frequency of activity required of the employee to perform the job				
Activity (Hours per day)	Never (0 Hours)	Occasionally (up to 3 hours)	Frequently (3 to 6 hours)	Constantly (6 to 8 hours)
Sitting				X
Walking		X		
Standing		X		

Bending (neck/waist)		X		
Squatting		X		
Climbing	X			
Kneeling		X		
Crawling	X			
Twisting (neck/waist)			X	
Is repetitive use of hand(s) required?		X		
Simple Grasping (R or L)				
Power Grasping (R or L)	X			
Fine Manipulation (R or L)				
Pushing/Pulling (R or L)		X		
Reaching (above/below shoulder level)			X	
Lifting/Carrying	The incumbent must be able to lift or carry up to 25lbs.			

SECTION J: SIGNATURE

By signing this document, I acknowledge I understand all requirements and information stated above and understand the duties may be modified in accordance with the established job specifications for the class and in conjunction with office needs and have received a copy of this duty statement.

Employee's Signature

Date

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

Supervisor's Signature

Date