

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

CURRENT

COMMAND/ORGANIZATIONAL UNIT Technology Infrastructure Section/IT Support Unit		DIVISION Information Management Division			
CIVIL SERVICE CLASSIFICATION TITLE Information Technology Associate		BARGAINING UNIT R01	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-043-1401-XXX		CURRENT DATE 03/19/2024			
DESIGNATED POSITION FOR CONFLICT OF INTEREST <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		CONFIDENTIAL DESIGNATION <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY	
		APPROVED BY			DATE

FUNCTION OF POSITION

Under the general supervision of the Information Technology Supervisor I, the Information Technology Associate is responsible for working closely with Technology Infrastructure Section, Customer Services Group staff supporting work order requests and offering technical support and is responsible for independently resolving technical issues and providing first tier technical support for departmental information technology (IT) and communication systems statewide for the Customer Services Group. The Information Technology Associate must possess excellent interpersonal skills and be able to communicate effectively over the telephone with departmental customers and vendors with varying levels of information technology knowledge.

SUPERVISION RECEIVED

The Information Technology Associate reports directly to and receives the majority of their assignments from the Information Technology Supervisor I. However, direction and assignments may also come from the Information Technology Supervisor II.

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

SPECIAL PERSONAL CHARACTERISTICS

PERCENTAGE OF TIME PERFORMING DUTIES

Essential Functions

35%

CLIENT SERVICES: The Information Technology Associate will utilize IT Service Management tools such as Active Directory to assist in network access and identity management, including authentication, authorization, and access control methods. The Information Technology Associate will function as a first tier technical support associate for troubleshooting desktop and mobile applications; providing incident management related to client technologies; performing system health checks using system diagnostic techniques, tools, and methods; and resolving basic connectivity issues. The Information Technology Associate will assist IT Support Unit staff with resolving work orders and troubleshooting technical computer issues, installation, setup, and configuration of desktop, laptop, and tablet computers. The Information Technology Associate must continuously offer excellent customer service in a clear and concise manner, providing technical assistance over the telephone, via remote desktop session, in person, or by e-mail.

30%

BUSINESS TECHNOLOGY MANAGEMENT: The Information Technology Associate will work as part of a team to analyze and evaluate problems, assist in resolving issues, or escalate advanced issues to the appropriate units for resolution. The Information Technology Associate will ensure departmental users are kept up to date on the status of reported problems. The Information Technology Associate will assist the team in processing CHP 109, Information Technology Request, forms and maintain records and documentation while providing the execution or denial of requests as directed. The Information Technology Associate must perform effectively in a fast-paced environment with constantly changing priorities and make adjustments as necessary to ensure successful completion of tasks.

Analyze requests and prepare problem reports as appropriate for a complete range of system requirements. Research hardware and software requirements and coordinate/assist with procurement activities.

30%

SOFTWARE ENGINEERING: The Information Technology Associate will analyze CHP customer complaints regarding local area networks, personal computers (PC), tablets, and other related equipment. Assist with problem resolution by performing analysis of reported equipment failures, including, but not limited to: PC desktops, printers, tablets, and laptops.

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	Evaluate technical issues with IT Support Unit staff and decide the best course of action to resolve. Maintain installation, education, implementation, and documentation of a variety of software and hardware technologies. Update standards, procedures, and controls to ensure proper installation, configuration, maintenance, security, reliability, and availability of systems/databases.
	<u>Non-Essential Functions</u>
5%	Other duties, within scope of the classification, as assigned.
TOTAL	100%

The duties of this position are subject to change and may be revised as necessary. I have read and understood the duties listed above and I can perform these duties with or without reasonable accommodation. I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

PRINT EMPLOYEE'S NAME	EMPLOYEE'S 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.

PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE