

# DUTY STATEMENT

CTC-HR 101 (REV 12/2021)

RPA #	Effective Date
25-004	

EMPLOYEE'S NAME	POSITION NUMBER (Agency - Unit - Class - Serial) 192-406-1401-004
DIVISION/UNIT Information Technology / Help Desk	CLASS TITLE/WORKING TITLE Information Technology Associate

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers, and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully, and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

Under the general supervision of the Chief Information Officer (CEA A), the Information Technology Associate (IT Associate) is responsible for providing Help Desk and network support. The majority of the duties fall under the Client Services domain per the classification specification

Percentage of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. Percentages must be listed in descending order and must equal 100%. No duties can be less than 5%.
35%	<b><u>ESSENTIAL FUNCTIONS</u></b> <b>IT Help Desk and Computer Support</b> Provide technical assistance and support to Commission staff for issues related to computer systems, software, hardware, printers, and mobile devices. Provide technical support to the Commission's customers for network connections, guest access connections, and connections to the Commission's online systems. Provide support to Commission staff to isolate hardware and software malfunctions and provide problem resolution.
25%	<b>Computer Installation and User Administration</b> Perform desktop installation including receipt, setup, and delivery of new computer systems, software, and peripherals. Upgrade existing IT equipment hardware and perform software upgrades. Perform user administration for new hires, promotions, transfers, and separation. Tasks will be performed using the Commission's user management system to provision/modify users, create shared mailboxes, create groups, and modify group membership. The Commission's ticketing system will be used to manage all activities/notifications.
20%	<b>Meeting Support</b> Provide technical assistance on conference room equipment and other software programs required to broadcast and/or record various meetings including but not limited to the Commission meetings.
10%	<b>Training</b> Support end-user training individually, and in group settings.
5%	<b><u>MARGINAL FUNCTIONS</u></b> Assist with the development and maintenance of end-user training materials and documentation. Participate in hardware/software testing and provide feedback on performance. Develop and update information technology-related system documentation and procedures. Utilize SharePoint to document business processes.
5%	Other related duties as assigned.

## **KNOWLEDGE AND ABILITIES**

*Knowledge of:* Principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; technical report writing.

*Ability 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; communicate effectively

*Skill to:*

- Skill to communicate effectively in writing in a courteous, professional manner.
- Skill to read and comprehend written materials (e.g. references, memos, letters) to apply information and determine appropriate courses of action.
- Skill to work with others to identify problems to seek improvements in IT and other work processes.

## **INTERPERSONAL SKILLS**

- Excellent interpersonal skills are required, as this position will be interfacing with all levels of staff within the Commission
- Demonstrate a commitment to maintaining a work environment free from discrimination and sexual harassment
- Maintains good work habits and adheres to all policies and procedures
- Fingerprint clearance

## **DESIRABLE QUALIFICATIONS**

- Experience installing/troubleshooting various software including, but not limited to Windows 11, M365, Adobe, etc.
- Experience installing and troubleshooting hardware and peripherals.
- Ability to perform help desk functions: troubleshooting, account maintenance, and using help desk tracking tools.
- Ability to analyze, think logically, interpret technical data, and make sound decisions.
- Ability to prioritize work assignments and/or problem solutions to ensure completion within established timeframes.
- Ability to adapt to changes in priorities, work assignments, and other interactions.
- Ability to work independently on projects or assignments without close supervision or detailed instructions.

## **WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES**

Work Environment:

- Requires use of telephone and frequent contact with employees, and some public contact
- Requires mobility to various areas of the Commission
- Work business hours of 8:00 a.m. to 5:00 p.m.

Physical Ability: Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation

***Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.***

## **PERSONAL CONTACTS**

Has daily contact with Commission management, staff, and the Commission's customers.

## **LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES**

Incumbents perform a variety of tasks in connection with the analysis, development, installation, implementation, procurement, or support of information technology systems, multifunction automated office systems, microcomputer systems, and teleprocessing networks and/or systems. Work is subject to periodic review and contact with the public is moderate. The consequence of errors is significant.

MANAGER/SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>		
MANAGER/SUPERVISOR'S NAME (Print)	MANAGER/SUPERVISOR'S SIGNATURE	DATE Enter Date
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
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 balance the workload.		
EMPLOYEE'S NAME (Print) Enter Employee's name	EMPLOYEE'S SIGNATURE	DATE Enter Date