

DUTY STATEMENT

Information Technology Technician

Domain: Software Engineering

Employee's Name				Effective Date	
Classification Information Technology (IT) Technician				Division/Section/Unit Information Technology, Application Systems Development & Support	
Immediate Supervisor				Supervisor's Classification Information Technology Manager I	
CBID R01	Class Code 1400	Work Week Group 2	Time Base Perm/Full-Time	Location Sacramento, CA	
It is CalHFA's mission to invest in diverse communities with financing programs that help more Californians to have a place to call home.					
<u>DIVISION DESCRIPTION</u> The California Housing Finance Agency (CalHFA) Information Technology (IT) Division is responsible for providing secure, responsive and innovative technical infrastructure, systems, and services that enable the Agency to achieve its strategic objectives and fulfil its mission. The Application Systems Development & Support section is responsible for providing responsive analysis, development, and support of solutions sustaining the Agency's business operations and seeking opportunities to continually improve the internal business processes and operations of the Agency.					
<u>POSITION SUMMARY</u> Under initial close supervision of the IT Manager I and guidance of the IT Specialist II, the Information Technology (IT) Technician will assist the application and support team in the design, development, testing, implementation, documentation, and maintenance of solutions consistent with CalHFA's business standards and best practices. The IT Technician conducts business activities in a professional manner that leads to superior customer satisfaction and delivers services that meet or exceed the customer's expectations. The duties and responsibilities include, but are not limited to the following:					
<i>Conduct, Attendance and Performance Expectations</i>					
This position requires the incumbent to maintain acceptable, consistent and regular attendance; communicate effectively orally and in writing in dealing with the public and/or other employees; develop and maintain knowledge and skills related to the position's specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to the Agency's policies and procedures regarding attendance, leave, and conduct.					
2 CCR § 172 – General Qualifications, states in pertinent part: The incumbent is expected to possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class.					
<i>Percent of Time</i>		<i>Activity</i>			
60%		ESSENTIAL FUNCTIONS Database Development Review, design, code, test, and maintain solutions utilizing Structured Query Language (SQL), SQL Server Reporting Services (SSRS), and SQL Server Integration Services (SSIS) to support the in-house and/or off-the-			

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15%	shelve applications for the Agency. Prepare detailed documentation of systems procedures and installations for the business unit and support staff. <u>Application Development</u> Review, design, code, test, and maintain custom solutions utilizing Microsoft Visual Studio and Team Foundation Server to support the in-house and/or off-the-shelf applications for the Agency.
10%	<u>Systems Analysis</u> Analyze existing systems and recommend technical improvements to the application development team and business partner. Define user requirements, system objectives, technical solutions, and design specifications to capture the business needs of the Agency.
10%	<u>Communication and Collaboration</u> Communicate and collaborate with system users and other IT disciplines in order to resolve application defects, challenges, and impediments.
5%	MARGINAL FUNCTIONS Actively participate as a team member. Stay current on emerging technology issues and ensure client satisfaction. Participates in staff meetings, attends training, provides work status reports, handles special projects, and other duties as assigned.
	KNOWLEDGE, SKILLS, AND ABILITIES Additional Knowledge, Skills, and Abilities may be found in the classification specification. • Ability to analyze situations accurately, utilizing a variety of analytical techniques in order to make well informed decisions. • Ability to identify problems and develop/evaluate alternative solutions. • Skill to gather, analyze and interpret data. • Ability to establish and maintain cooperative working relationships. WORK ENVIRONMENT AND PHYSICAL ABILITIES REQUIRED • Work in a high-rise building. • Use computer keyboard and read from computer screens several hours a day. <i>The following abilities are for most positions with or without an accommodation:</i> • VISION – You must have sufficient vision to perform the following duties; prepare various forms; proofread documents; read printed material, read from computer screen, and read handwritten materials. • HEARING – Your hearing must be sufficiently acute to perform following duties: Answer telephones; receive verbal information from outside sources; understand verbal instruction. • SPEECH – You must have sufficient ability to speak to perform following duties: Receive visitors; answer inquiries and provide verbal information or instruction. • BENDING, STOOPING, KNEELING – You must be able to bend at the knee or waist, stoop, and kneel to perform duties: Fill the copier with copy paper. • SITTING OR STANDING – You must be able to sit or stand for extended periods of time to perform the following duties: Attend meetings, tour facilities, sit at a desk for extended periods of time to perform division administrative duties that are mandatory for this position. • CONCENTRATION – You must be able to continuously concentrate to perform the following duties: Review and read records/documents, research, compose, analyze, compile, and update technical

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	documents; multi-tasking; preparing various forms and documents. PERSONAL CONTACTS Daily contact with the general public, all levels of departmental staff, and representatives from other State and county agencies. SPECIAL REQUIREMENTS During special projects or emergencies, the incumbent may be required to work weekends and/or after hours to help resolve reported problems affecting critical software/hardware in support of mission critical business processes.	
SUPERVISOR ACKNOWLEDGEMENT: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.		
Supervisor's Name Ben Viado	Supervisor's Signature	Date
EMPLOYEE ACKNOWLEDGEMENT: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work 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 a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with Human Resources.)		
Employee's Name	Employee's Signature	Date
ANALYST'S STATEMENT: I have reviewed this Duty Statement.		
Analyst's Name	Analyst's Signature	Date