



BOARD OF STATE AND COMMUNITY CORRECTIONS

Applicants with disabilities who need reasonable accommodations, such as a Sign Language interpreter, a reader or assistance attending an interview please call (916) 323-8579.

Position: (173)
Information Technology
Associate

Position #:
917-190-1401-002

Salary Range:
Range A \$4013 - \$5378
Range B \$4422 - \$5912
Range C \$4823 - \$6464
Range D \$5304 - \$7108

Issue Date:
May 12, 2020

Contact:
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Location:
Board of State and Community
Corrections
2590 Venture Oaks Way
Sacramento, CA 95833

Final Filing Date:
May 26, 2020

Individuals who are currently in this classification; eligible for lateral transfer; or reachable on a certification list may apply.

For permanent positions, SROA and surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Submit application package electronically via CalCareers or to the address below:

Board of State and Community
Corrections
ATTN: Classification Unit - CN
300 Capitol Mall, Ste. 300
Sacramento, CA 95814

Application package must include all the required documents. Mailed application must include 917-190-1401-002. Incomplete application packages will be rejected.

The California Board of State and Community Corrections provides leadership to the adult and juvenile criminal justice systems, expertise on Public Safety Realignment issues, and offers technical assistance on a wide range of community corrections issues.

The following link outlines a summary of benefits available to state employees: <https://www.calhr.ca.gov/Pages/California-State-Civil-Service-Employee-Benefits-Summary.aspx>

Applications will be screened and only the most qualified will be interviewed. Application must include "to" and "from" employment dates (m/d/y), hours per week, and prior employer contact information including contact number. Applications received without this information may not be considered for this position.

The selected candidate considered for the advertised position will be required to undergo a fingerprint clearance and any offer of employment will be contingent upon live scan fingerprint results.

Scope of Position:

Under the general supervision of an Information Technology Supervisor II, with lead direction from an Information Technology Specialist I, the incumbent is primarily responsible for providing direct IT service and support to the employees of the Board of State and Community Corrections. The incumbent will assist in providing direct training and tutoring to individual employees, serve as a member of a team of employees working in support of specific technology projects, and perform independent research and other related IT duties as required.

Duties and Responsibilities:

(Candidates must perform the following functions with or without reasonable accommodations.)

- **Customer Service and Support** - Under supervision, the incumbent provides single point of contact Service Desk customer support to BSCC employees on all IT equipment; desktop pc's, portable computing systems, communication equipment, printers, network connections and other related hardware and software. The IT Associate is responsible for timely troubleshooting, problem resolution and the documentation of all trouble-call activity in the Call Tracking system. The IT Associate will provide support and assistance to BSCC users on various software and applications including, but not limited to: Windows, Microsoft Office Suite, Office 365 applications, agency business applications, email, and other installed client-side applications. The incumbent may also be required to configure, rebuild and/or reimage desktop or portable computing devices, set up and configure mobile phones and related equipment.
- **Application Support** - Provide end-user desktop and portable computing system application support. Provision, license, deploy, configure, troubleshoot and support all BSCC sanctioned client-side applications. The incumbent will provide user support for all Microsoft related applications including SharePoint and One Drive as well as BSCC developed application. The IT Associate may be required to provide a limited amount of system support through the User Management Console and Microsoft Active Directory.
- **Training** - The incumbent may be required to provide individual and/or small

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, hair style and texture, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Rev. 04/2020



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group training in specific computer and/or application skills and abilities. Trains other IT staff members using formal and informal methods.

- **Research and Other Duties** - Research, identify and verify applicable industry and government best practices, innovative and leading-edge technologies, and the latest IT trends. Provide testing of new IT hardware / software solutions and provide feedback and analysis as necessary. Provide audio-visual support by way of setup, configuration and operation of audio-visual equipment of support of BSCC Board and Agency meetings.
- **Other** - The incumbent will perform other IT related duties such as documenting IT standards and procedures, procuring IT equipment, assisting with system testing and validation, and maintaining accurate inventory systems.

Desirable Qualifications:

- Experience configuring and supporting video teleconferencing (VTC) technologies.
- Knowledge of Audio-Visual system setup, operation and technology.
- Knowledge of IT Service Management methodology.
- Ability to solve technical problems in a distributed computing environment.