**DUTY STATEMENT**

**DEPARTMENT OF JUSTICE**

**CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION**

**ENTERPRISE SERVICES BUREAU**

**ENTERPRISE SUPPORT BRANCH**

**DESKTOP SUPPORT SERVICES SECTION**

**REGIONAL SUPPORT SECTION**

**JOB TITLE:** Information Technology Specialist I (ITS I)

**POSITION NUMBER:** 420-862-1402-XXX

**INCUMBENT:** Vacant

**STATEMENT OF DUTIES:** Under the direction of the Information Technology Manager I (ITM I) , the ITS I performs and independently plans, organizes, and manages the most complex duties, studies, and activities associated with, supporting and ensuring the security of, the desktop environment throughout the Department of Justice (DOJ). The ITS I will assist in the support of the DOJ’s desktop hardware and software applications which includes the creation and maintenance of the DOJ’s desktop computing standards and the day-to-day technology support of DOJ’s staff and clients. The Enterprise Support Branch (ESB) is responsible for creating and maintaining user accounts for network access, e-mail, and remote access for all DOJ staff. In addition, the ESB is responsible for managing and/or participating in special technical projects. The ITS I serves as a technical lead and project manager and advises and mentors less experienced staff in project management while working closely with all the DOJ technical staff, management, independent clients, and vendors for the betterment of the Department.

The ITS I will be required to actively participate in conferences, meetings, hearings, or presentations involving problems or issues of considerable consequence or importance to the ESB. The incumbent must demonstrate the ability to achieve a common understanding of a problem by identifying objectives, risks, and constraints that may impact a project. The ITS I will provide thorough solutions (primary and alternatives) in both written and verbal communication and occasional travel may be required to provide assistance to the DOJ satellite offices and special task forces. In emergency instances, it is possible the incumbent could be placed “on call” throughout the duration of the incident.

**SUPERVISION RECEIVED:** Reports directly to the ITM I.

**SUPERVISION EXERCISED:** None

**TYPICAL PHYSICAL DEMANDS:** Modular workstation in a smoke-free environment.

**TYPICAL WORKING CONDITION:** Ability to work at a computer terminal for extended periods of time and to lift, carry, and move up to 20 lbs. Provide after-hours, on-call assistance; work overtime, and travel when needed (evenings and weekends).

**ESSENTIAL FUNCTIONS:**

50% Acts as project manager in providing overall direction associated with the most complex projects in accordance with established plans and departmental project management methodology. Completes projects in order to meet established deadlines and conducts project and staff meetings. Advises and evaluates proposals and documentation for new/additional computer equipment and software and prepares status reports for management and clients. Consults with vendors and compares alternative solutions. Manages medium to large Information Technology (IT) projects including development of a project charter, schedule and resource assignments, communication plans, risk management plans, change control plans, and other management documents and processes to ensure successful project outcome. Directs and monitors the project activities, reports status to key stakeholders, and prepares impact analysis for issue resolution.

30% Resolves the most complex desktop related problems by providing thorough analysis and problem resolution, remotely or via on-site visits, involving system/file back-ups, file restoration, hardware/software repair/replacement, and network connections. Works closely with the ESB staff to ensure resolutions are properly identified and implemented with excellent customer service and customer satisfaction.

15% Develops and maintains communication and working relationships with management, and technical and support staff to ensure an effective and secure desktop environment and successful completion of assigned special projects and/or tasks. Travels to off-site DOJ offices to provide IT support as required. Participates in computer-based training either online and/or formal training classes. Trains subordinate staff on new technology as required for projects.

**MARGINAL FUNCTIONS:**

5% Attend informational and unit meetings.

*I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.*

Employee Signature Date

Supervisor Signature Date