

DUTY STATEMENT INFORMATION TECHNOLOGY SPECIALIST I

OUR VISION

All Californians living in homes they can afford

OUR MISSION

Investing in diverse communities with financing programs that help more Californians have a place to call home

EMPLOYEE INFORMATION

Employee Name		Effective Date	
Classification Information Technology Specialist I		Position Number 693-001-1401-901	
Division/Section/Unit Information Technology, IT Operations, Help Desk\Workstation Support		Location Sacramento, CA	
CBID R01	Work Week Group E	Tenure Permanent	Time Base Full-Time
Immediate Supervisor		Supervisor Classification Information Technology Supervisor II	

CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS

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 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.

DIVISION DESCRIPTION

The California Housing Finance Agency’s (CalHFA) Information Technology (IT) Division, implements and maintains systems and information technology infrastructure to improve service to partners and borrowers and keeps CalHFA on the competitive edge of the mortgage industry. IT Division also works with internal employees to maintain and improve CalHFA’s network of email and internet services, as well as the many software programs used by other divisions.

POSITION DESCRIPTION

Under the direction of the IT Supervisor II, the IT Specialist I is responsible for a variety of work assignments and projects as the HelpDesk\Workstation Support Lead. The IT Specialist I is responsible for using judgment in interpreting and adapting all appropriate tools, resources, and reference material. The IT Specialist I conduct business activities in a professional manner that leads to superior customer satisfaction and delivers services that meet or exceed the customer’s expectations. The successful candidate must possess an advanced knowledge of personal computer systems, a high degree of personal communication skills and the initiative to undertake and complete assigned projects with minimal to no supervision.

Occasional travel will be required to aid the monthly CalHFA Board meetings. Performing special projects or emergencies, the incumbent is expected to work, within reason, as many hours as necessary to accomplish their work assignments by specific deadlines. The duties of the Help Desk\Workstation Support Team include the acquisition and maintenance of desktop/laptop systems as well as break/fix support for workstations and printers via the agency’s IT Help Desk. The duties and responsibilities include, but are not limited to the following:

PERCENTAGE OF TIME	ESSENTIAL FUNCTIONS
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Employee Name	
Classification Information Technology Specialist I	Division/Section/Unit Information Technology/IT Operations
40%	Help Desk (HD) and Workstation Support (WS) Lead: Provides daily oversight and organization for HD\WS tasks and projects. Organizes and prioritizes HD\WS incidents\requests by urgency and severity within Service Level Agreement (SLA) goals and monitors the HD\WS queue for the successful and timely completion of pending user requests by HD\WS Staff. Responds to issues submitted via email, phone, or the Information Technology Service Management (ITSM) system and logs user all incidents\requests into the ITSM. Tracks and provides daily and weekly reports of all submitted incidents\requests to IT Supervisor II. Conducts scheduled routine meetings with HD\WS team. Provides advanced troubleshooting and support for end user hardware (desktops, laptops, scanners, printers, copiers, projectors, iPhones and iPads and other IT peripherals) related problems. Provides software support including installation, upgrades, maintenance, and imaging on CalHFA laptops and desktops. Ensures that all approved desktop software is properly installed and licensed. Perform complex technical tasks often with limited or no direction. Leads the HD staff as an escalation point for all Tier 2 incidents\requests. Under the direction of the IT Supervisor II acts as the lead role for projects such as periodic equipment refreshes and deploying other critical workstation related systems. Leads the HD\WS team in the imaging of desktops and laptops for approved telework employees. verifies that all required paperwork has been received and approved by IT management, works with the Technology Support Services (TSS) team to confirm that the devices are in the correct AD groups and local groups, coordinates with the user on deploying the telework device and updates inventory.
25%	Technical Skills, Training and Procedure Documentation: Learns and maintains knowledge of CalHFA Hardware and Software configurations. Ability to learn and maintain advanced competency in computer hardware technology and general IT areas (Operation Systems, hardware and software used at CalHFA such as the latest Windows operating systems (Windows 10, 11), Microsoft Office 365 and other PC software as appropriate). Displays a working knowledge of Windows Active Directory (AD) and Microsoft System Configuration Console Manager (SCCM). Develops, maintains, and implements the full scope of various IT procedure documents. Updates and maintains current IT Help Desk procedures and documentation to ensure they are current and valid based on direction from the IT Sup II. Works with the IT Supervisor I on the creation of training plans for new staff.
15%	Project Management and Communication: Meets with, evaluates, and recommends solutions to CalHFA business users on most complex IT system needs. Makes presentations to management regarding plans and work progress. Plans, convenes, and conducts project meetings for CalHFA hardware refreshes and upgrades. Develops effective written documents including project status and planning documents, memos, email, and other documents. Works with other IT staff to ensure seamless deployment and accurate communications with CalHFA staff (internal/external). Workstation Inventory Control: Under the direction of the IT Supervisor II conducts administrative duties within IT for managing various IT surplus equipment (Computer, Laptops, Printers, Monitors, Hard drives, etc.). Plans, leads, organizes, and manages IT Surplus Property and Recycling process for IT. Develop, revise, interpret and advise on policies and procedures which pertain to IT surplus equipment, storage, salvage, and recycling. Coordinates temporary storage for IT surplus equipment.
10%	
5%	Conference Room Equipment: Ensures that the HD\WS team sets up, configures, operates, and maintains the video conferencing equipment. Works with the IT Supervisor II to provide the HD\WS tsk staff with training on setting up remote conferencing events, testing connectivity between CalHFA and multiple remote participants. Main point of contact on high level technical support during video conferencing events. Provides Lead technical support at board meetings, webinars, and other Agency events.
PERCENTAGE OF TIME	MARGINAL FUNCTIONS

Employee Name		
Classification Information Technology Specialist I		Division/Section/Unit Information Technology/IT Operations
5%	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.	
PERSONAL CONTACTS		
<ul style="list-style-type: none"> Daily contact with the public, all levels of departmental staff, and as well as representatives from other State and county agencies. 		
SPECIAL REQUIREMENTS		
<ul style="list-style-type: none"> During special projects or emergencies, employees may be required to work weekends and/or after hours to help resolve reported problems affecting critical software/hardware. Possession of a valid California Driver's License 		
WORK ENVIRONMENT		
<ul style="list-style-type: none"> Work in a high-rise building. Use a computer keyboard and read from computer screens several hours a day. 		
PHYSICAL ABILITIES		
<ul style="list-style-type: none"> Transport equipment up to 40 lbs. Ability to bend at the knee or waist, stoop, and kneel to perform duties: Fill the copier with copy paper. 		
TRAVEL <i>(If travel is an essential function for this position, please include the applicable statement. If travel is non-essential, please select Occasional Travel)</i>		
<ul style="list-style-type: none"> Occasional travel may be required within and/or outside the state of California via private or public transportation (i.e., automobile, airplane, etc.) Travel may include overnight stay 		
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 judgment, and ability to work cooperatively 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 Name	Employee Signature	Date
SUPERVISOR ACKNOWLEDGEMENT		
I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.		
Supervisor Name	Supervisor Signature	Date