

DUTY STATEMENT

Employee Name:

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| Classification: Information Technology Specialist I (IT Systems Engineering) | Position Number: 580-152-1402-060 |
| Working Title: Systems Management Engineer | Work Location: 1616 Capitol Avenue, Sacramento, CA 95814 |
| Collective Bargaining Unit: R01 | Tenure/Time Base: Permanent/Full Time |
| Center/Office/Division: Information Technology Services Division | Branch/Section/Unit: Data Center Operations and Services Branch/Customer Service Section |

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating innovative solutions, strengthening partnerships and collaborations, and embracing technology. ITSD leverages data and technology to advance goals and inform action and accountability.

The Information Technology Specialist I (ITS I) works under the direction of the Information Technology Supervisor (IT Sup) II. ITS I performs a wide variety of tasks requiring regular innovative problem solving within broadly stated and no-specific guidelines. The ITS I work as a high-level technical specialist on complex assignments and has responsibility for providing Information Technology (IT) support to the California Department of Public Health (CDPH). This includes overall installation, maintenance, and administration of Information Technology (IT) resources in support of a centralized IT environment. The ITS I independently prioritize their work and resolves technical hardware/software and connectivity issues. The ITS I will perform duties in the Client Services, Information Security Engineering, and System Engineering domains.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel:
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 40%** Performs complete desktop support that includes installation and maintenance of workstation hardware and software; smart phone and mobile devices; imaging; upgrades to hardware and software; assists CDPH users with hardware and software problems; performs routine network maintenance and troubleshooting; swaps downed systems and arranges for repairs; installs and sets up workstation operating systems; maintains network printers; troubleshoots and installs software on all systems; and provides end users with accessing and using network resources, desktop virtualization, and remote access. Creates and maintains user accounts and permissions. Monitors/processes/resolves help-desk tickets. Collaborates with managers, technical staff, and systems users to properly analyze and recommend/provide effective technical solutions to problems and issues. Analyzes and resolves hardware, software, and connectivity issues and ensures they are used and maintained in compliance with the established policy and IT standards of CDPH. Develops, implements, and maintains training. Supports the day-to-day operation and maintenance of all IT hardware, software, and peripherals. Collaborates with diverse technical and non-technical personnel and management.
- The ITS I troubleshoot mobile devices while working with the Intune subject matter expert (SME) for policy updates, iOS upgrades or mobile application deployments. Enroll State owned mobile devices and customer owned device (bring your own device - BYOD) using a mobile device management (MDM) service. Assist multiple programs with new device roll out and upgrades. Works with different teams and vendors in finding solutions to web conferencing applications such as Zoom, Teams and WebEx. The ITS I work with creating and updating applications within Software Center Configuration Manager (SCCM).
- 30%** Designs and enhances the workstation management solution using a Windows based operating system. Integrates complex solutions such as desktop virtualization (VDI), enterprise print management, wireless technology, anti-virus, security, and encryption solutions into the CDPH enterprise. Coordinates and consults with users concerning technology changes. Develop and maintain software documentation for each phase of the systems development life cycle to ensure maintainability. Develop plans to execute IT systems relating to design, coding, testing, defect management, system integration, implementation, and documentation of software components by outlining tasks and developing timelines and schedules.
- 15%** Provides information technology consultation in support of business programs. Creates/maintains the standard configurations of the tiered computer image installations

and makes changes in response to new products or security initiatives. Works with vendors and other agencies concerning warranties and software/hardware issues. Define and design software solutions using specification development industry standards and methodologies. Develop, update, and implement standards, procedures, and controls to ensure proper installation, configuration, maintenance, security, reliability, and availability of systems/databases.

10% Prepares training outlines and conducts training and presentations on updates as needed. Plans, coordinates, and conducts walkthroughs and user trainings for changes and modifications to existing systems.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as assigned.

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| I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above. | | I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.) | |
| Supervisor's Name: | Date | Employee's Name: | Date |
| Supervisor's Signature | Date | Employee's Signature | Date |
| HRD Use Only: Approved By: | Date | | |