STATE OF CALIFORNIA

CALIFORNIA DEPARTMENT OF TECHNOLOGY

DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 6/15/21	B. APPOINTMENT EFFECTIVE DATE
C. INCUMBENT NAME Vacant	
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I	E. POSITION WORKING TITLE Service Desk Specialist I
F. CURRENT POSITION NUMBER 695-352-1402-050	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Operations Center / Grave Shift / Level 2 Support - Grave / Rancho Cordova	I. SUPERVISOR NAME AND CLASSIFICATION Jim Wong, Information Technology Supervisor II

J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) Tuesday – Saturday 11:00PM – 7:30AM (Grave)	K. POSITION REQUIRES:	FINGERPRINT BACKGROUND CHECK	☒ YES ☐ NO
		DRIVING AN AUTOMOBILE	☐ YES ☒ NO

Section B: Position Functions and Duties
Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☐ Business Technology Management   ☐ IT Project Management   ☒ Client Services
☐ Information Security Engineering   ☐ Software Engineering   ☐ System Engineering

Organizational Setting and Major Functions

Under direction of the Information Technology Supervisor II (IT Sup II), the Information Technology Specialist I (IT Spec I) will be responsible for providing Operation service support to internal and external customers. Duties include performing advanced system troubleshooting and network analysis, coordinating incident resolution efforts with internal service teams and external vendor staff, and using multiple system utilities to obtain and analyze environment data. The IT Spec I requires extensive experience with mainframe systems and/or servers, networks and associated system applications, utilities and monitoring software. Strong communication skills and excellent customer service skills are required.

The IT Spec I provides Operational support in a lead capacity within the information technology systems that span multiple platforms, technologies, and devices. The IT Spec I performs high-level activities related to the Command center and/or Service Desk, Incident, Change Request, and Work Order management and monitoring; design and implement protocols and processes for Service Desk support.

Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)

Operations Center Services Support

40%

The IT Spec I performs duties at the advanced technical specialist level and will plan, organize, and direct functions related to the Service Desk; respond to service requests; resolve, document, refer, and track incidents to meet customer requests; track technical, end-user, and multi-user incidents and outages and, escalate appropriate incidents to Senior Management.

- Troubleshoot high-level Incidents or Service Requests.
- Act as an escalation point for advances or difficult help requests. Escalate incidents with accurate documentation to various groups within California Department of Technology (CDT) or vendors as needed.
- Act as an advanced specialist on high-level information technology incidents /issues, performing high-level analysis on multiple information technology and network systems.
- Create and maintain documents in the service desk incident-solving process.
- Audit and document successful and unsuccessful decisions made and actions taken, through to final resolution.
- Monitor and track incident workload and manage incident response efforts.
- Lead Service Desk team efforts in diagnosing and resolving incidents.
- Manage Incidents and Service Requests are logged into CDT's ITSM system.
- Represent Operations Center in meetings and projects within CDT.
- Developed and provide metric analysis on Incidents and Service Requests to resolution, maintain and track SLA compliance, and ensure documentation is complete.
- Perform Service Desk as a Service (SDaaS).
- Monitor, troubleshoot and escalate CGEN, SDWAN, enterprise network devices and websites.

25%

Centralized Computing Support
Collaborate and maintain computing support with mainframe operations staff by documenting incidents and service requests. Responsible for routine and advanced functions in support of mainframe service support and systems monitoring. Responsible for mainframe Initial Program Load (IPL) and Initial Microcode Load (IML) tasks periodically in conjunction with mainframe support teams and Operation Center staff; monitor system consoles and network status using diagnostic utilities.

- Monitor systems using System Automation, HMC, Omegaview and VTS;
- Participate in periodic routine system maintenance tasks
- Review, create and track tickets using CDT's ITSM software in response to customer requests
- Respond to customers by telephone and e-mail;
- Develop, analyze and maintain system checkout reports and daily statistics
- Use Netview, TSO, and JES2/3 commands to perform standard tasks.

10%

Patching and Software Upgrades
Perform patching & software upgrade activities to support the activities for Windows/Cal cloud and other security updates to infrastructure and customer servers on a regular basis:

- Maintain, track and participate in software upgrades and patching activities, which may occur outside of business hours.
- Oversee and maintain software upgrades and patching activities using the System Center Configuration manager (SCCM) tool.
- Validate that software upgrades and patching activities completed successfully.
- Troubleshoot, document and maintain any outstanding error messages

10%

Documentation Development and Maintenance
Create and maintain various detailed documents related to incident management, customer contacts, critical systems and applications, and system documentation; create and maintain FAQ's, reports, and procedure or process documents. Collaborate with other CDT offices to ensure that Service Desk staff have up-to-date contact information for system and service owners; review and analyze incident documentation, such as logs, transcripts, and create documents to accurately summarize troubleshooting steps and observations; maintain and update the knowledgebase or knowledge repository with new or revised information.

- Use Microsoft Word, Excel, and PowerPoint to create professional technical documentation;
- Create and maintain process and procedure documents to reflect changes in operations
- Create end-user documentation for use in presentations, training, and communications;
- Develop custom and automated reports using system software reporting capabilities; and,
- Create and maintain Incident reports in response to requests from customers and management.

Training
10%

Lead the development of knowledgebase, training outlines, user guides, and other training material for Service Desk software tools and utilities. Develop and conduct user training, overseeing the delivery of training to other Service Desk staff, new employees, and service area staff. Evaluate, document and maintain outcomes to ensure that trained staff have sufficient knowledge and skill required for the software tools and utilities.

- Consult with management to determine required training for staff and customers;
- Lead other staff in the development of training materials and curriculum;
- Plan, organize, and lead the delivery of training to customers and staff;
- Create reports and maintain data collected with customer feedback and observe staff improvement in performance of duties.
- Oversee assess and modify training to adapt to changes in the environment, toolsets, and services

- Create and maintain reports to management on the status and effectiveness of training efforts

Marginal Functions **(Percentages shall be in increments of 5, and should be no more than 5%.)**

5%
- Stay current, create processes and maintain data on technological advances and trends
- Develop and document process improvement and refinement.
- Participate as a team member on projects and initiatives.

Work Environment Requirements

- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).
- Occasional off schedule work hours may be required.
- Occasional overtime may be required.
- May be required to carry a cell phone.

Allocation Factors **(Complete each of the following factors.)**

Supervision Received:
The IT Spec I receives direction from the IT Sup II.

Actions and Consequences:
The IT Spec I works independently at the advanced technical specialist level in the support of technology systems with significant responsibility for good judgment, appropriate response, and proactive engagement. Consequences for failure to take appropriate actions or communicate accurately may include financial loss to the State, a reduction in customer's ability to achieve their mission or goals, and negative publicity for CDT, or the State of California.

Personal Contacts:
The IT Spec I will work closely with all levels of State government employees and vendors.

Administrative and Supervisory Responsibilities: **(Indicate "None" if this is a non-supervisory position.)**
None

Supervision Exercised:
Lead lower classifications as required

Other Information

- Requires consistent and regular attendance.
- Ability to communicate effectively (verbally and in writing, if both are appropriate) in dealing with the public and/or other employees.
- Ability to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment.
- Ability to complete assignments in a timely, effective, and efficient manner.
- Ability to adhere to all policies and procedures regarding attendance, leave, and conduct.
- Ability to develop and maintain the knowledge and skills necessary to perform technical support and Service Desk tasks, using troubleshooting methods, technical resources, reference material, and diagnostic tools to identify incidents.

Desirable Qualifications: **(List in order of importance.)**
- ITIL Certification desired
- Experience with Network+ Certification and/or Mainframe systems
- Experience with monitoring tools
- Experience with Patching Networks
- Experience and extensive knowledge with TCP/IP, command line utilities, and troubleshooting activities.
- Server and/or Network administration experience, including authentication and security knowledge.
- System, network, or application troubleshooting experience.
- Experience working with ITSM software (e.g. Service now, Remedy, LanDesk, Footprints, Cherwell) in the documentation and management of workload.

| | • Ability to communicate professionally and work effectively with all levels of management, staff, customer departments, and vendors.
• Ability to work independently and as a team lead within a collaborative team environment.
• Creative, self-motivated, and able to work with minimal instruction.
• Dependable and a history of excellent attendance. |

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE