

☒ **PROPOSED**

☐ **CURRENT**

DUTY STATEMENT

Note: Shaded area is for Personnel Office use only.

PERSONNEL REQUEST NO.		EFFECTIVE DATE
DIVISION TECHNOLOGY SERVICES DIVISION		POSITION NUMBER (Agency – Unit – Class – Serial) 174-291-1402-XXX
UNIT Client Services Support Unit		POSITION CONTROL NO. PC 3881
INCUMBENT Vacant		CLASS TITLE Information Technology Specialist I
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions.		
<p>Domain(s): Business Technology Management and Client Services</p> <p>Under the general supervision of the Information Technology Supervisor II, the Information Technology Specialist I (ITS I), as a member of the Client Services Support Unit (CSSU), is an advanced technical specialist that provides administration and technical support for IT Service Management (ITSM), IT Asset Management (ITAM), and Software Asset Management (SAM) solutions.</p> <p>The individual acts as the subject matter expert for software entitlements (e.g., licenses, maintenance agreements, and subscriptions) for on-premise or cloud-based IT solutions utilized by the California Department of Education (CDE). The ITS I works closely with stakeholders to define, maintain, analyze, and optimize CDE's software licenses and software asset management programs.</p> <p>The ITS I also provides direct service or remote technical support to the CDE employees who experience problems with desktop computers, laptops, multi-function devices, network connections, end-user applications, and other related hardware and software. The ITS I serves as a project lead and/or senior team member to support complex technology projects, and information technology systems, which include performing independent research, analytical studies, and other activities. Some travel and afterhours work may be required. Duties include, but are not limited to the following:</p>		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use additional sheet if necessary)	
40%	IT SERVICE MANAGEMENT AND IT ASSET MANAGEMENT ADMINISTRATION <ul style="list-style-type: none"> Acts as the functional administrator and provides complex analytical and technical support for the configuration and maintenance of the ITSM/ITAM systems (i.e., BMC Footprints, Client Management, Beyond Trust, Verdiem, etc.). Drives and implements automated change management processes using ITSM/ITAM tools to improve business workflows. Conducts proof of concepts and demonstrations for new solutions and products. Develops, designs, implements, tests, and documents technology solutions to improve business processes. Responsible for patch management, software package scripting, configuration, and software distribution to device endpoints. Produces technical documentation and on-demand training videos for software applications and services used by CDE employees. 	

20%	<p>LICENSE SOLUTIONS SPECIALIST AND SOFTWARE ASSET MANAGEMENT</p> <ul style="list-style-type: none"> • Responsible for CDE's software lifecycle and inventory management, vendor and stakeholder communication, and software expiration timelines and renewals. • Researches, evaluates, and maintains knowledge of departmental software, which include the interpretation of license agreements, terms and conditions, transfer restrictions, and upgrade provisions to provide technical consultations for programs. • In-depth knowledge of licensing programs for on-premise solutions, cloud-based subscriptions, application platforms, and XaaS offerings which include, but not limited to: Microsoft Azure, VMware, etc. • Familiarization with vendor licensing programs and terms (i.e., audit clauses, EULAs, license metrics, Microsoft EES, CSP, Open, etc.) to provide strategic purchase recommendations and guidance of license procurements. • Conducts annual internal software audit reviews to ensure license compliancy. • Generates cost benefit analysis reports to optimize IT software license expenditures for existing and future purchases.
20%	<p>SERVICE DESK AND REMOTE MANAGEMENT SUPPORT</p> <ul style="list-style-type: none"> • Uses advanced technical knowledge of Microsoft Windows operating systems and software products to solve and troubleshoot complex technical issues and system errors. • Performs hardware and/or software installation and testing, user training, network connectivity troubleshooting, and file server monitoring. • Leads the coordination and deployment of departmental applications to ensure accurate problem definition and resolution. • Uses the automated call tracking system to process service requests and address priority incidents. • Utilizes reports to monitor and ensure all service requests assigned to staff are completed. • Participates in and supports the work of the Service Desk, which includes providing first-level and second-level telephone and remote support to CDE employees who experience technical problems.
15%	<p>PROJECT LEAD AND TEAM MEMBER</p> <ul style="list-style-type: none"> • Acts as a project lead or technical consultant on complex projects and participates in the development of IT hardware and software standards. • Determines impact of hardware or software upgrades to existing systems and services. • Continuous development, improvement, and implementation of CDE's IT Asset Management database. • Provides project oversight, status reports, and applies proper course corrections to ensure project scopes and timelines are met.
5%	<p>RESEARCH AND OTHER DUTIES</p> <ul style="list-style-type: none"> • Keeps current with industry trends by independently reviewing technical literature, attending technical training, and doing Web research on emerging technologies • Researches, analyzes, evaluates, and recommends new hardware and software technologies. • Performs other duties as required.

To be reviewed and signed by the supervisor and employee:

Supervisor's statement:

- *I have discussed the duties and responsibilities of the position with the employee*
- *I have signed and received a copy of the duty statement.*

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE



Employee's statement:

- *I have discussed the duties and responsibilities of the position with my supervisor*
- *I have signed and received a copy of the duty statement*

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE



Distribution:

Original: Official Personnel File

Copy: Supervisor

Copy: Employee

Copy: Program File