## Position Essential Functions Duties Statement

**Working Title of Position**: Information Technology Specialist I  
**Division and/or Subdivision**: Information Technology Services  
**Location of Headquarters**: West Sacramento  
**Class Title of Position**: Information Technology Specialist I  
**Position Number**: 541-021-1402-011  
**Effective Date**: June 1, 2022

**Percentage of Time Required**  
Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Duties and Responsibilities</th>
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| 40%        | Under the direction of the Information Technology Supervisor II, the Information Technology Specialist I performs the following duties under the Client Services domain and the Systems Engineering domain:  
* Performs a variety of analytical, problem solving and administration activities in support of the CAL FIRE network infrastructure and the local unit network infrastructure, including Local Area Network (LAN) and Wide Area Networks (WAN).  
* Analyzes error messages and configures/resets non-managed switches, routers, and wireless access points in San Diego Unit (MVU) headquarters, fire stations and fire camps.  
* Configures and maintains local unit redundant servers, with multiple Windows Server 2016 virtual machines with specific applications, using various VMware software/tools.  
* Makes frequent updates to GeoSpatial Technical (GST) and Airlink Mobility Manager (AMM) software for various movements of unit apparatuses.  
* Configures, updates, and troubleshoots communication related issues of new and existing Automatic Vehicle Location (AVL) units with Computer Aided Dispatch (CAD) and GST using available tools.  
* Maintains an up-to-date inventory of deployed and in-stock AVLs and Mobile Data Computers (MDCs).  
* Assists local MVU Information Technology (IT) team in creating Windows 10 images for Electronic Patient Care Reporting (ePCR) laptops and MDCs. Knowledge of and able to run minor Microsoft Structured Query Language (MSQL) queries when needed, to find duplicate data in GST tables.  
* Works with local Unit Geographic Information System (GIS) analyst to assist in loading new map layers in MDCs. |
| 20%        | * Responsible for the repair and maintenance of IT hardware at one or more CAL FIRE protective units.  
* Drives department vehicle to outlying facilities and conducts deployments/repairs onsite as needed.  
* Supports both networked and stand-alone personal computers, smartphones, and tablets.  
* Performs the installation of Microsoft Windows Operating System (OS) on CAL FIRE workstations (using CAL FIRE standard OS image), and CAL FIRE approved software and hardware.  
* Performs a variety of administration activities in support of CAL FIRE’s Microsoft Windows server environment, including system administration of user accounts, security groups/roles in Active Directory, New Technology File System (NTFS) folder permissions on local file servers and adds printers to local print server.  
* Performs updates and patches to virtual and cloud-based servers dedicated to Computer-Aided Dispatch systems.  
* Maintains an accurate ongoing inventory of IT assets hardware in assigned units. Coordinates problem resolution and escalates issues as needed, either to their supervisor or to Tier II support in Sacramento. Performs network cable runs when needed and terminates the cables. Provides support to customers for both computer and mobile applications developed by the department. |

*These are the essential functions for this position. Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of a reasonable accommodation.*

**Equal Employment Opportunity (EEO) Statement**: All CAL FIRE employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work related activities, and anytime they represent the department. Additionally, all CAL FIRE employees are responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation.

**Job qualifications and/or conditions of employment**: Travel will be required (25%) to San Diego Unit (MVU) fire stations and fire camps. Lifting and transportation of equipment up to 40 pounds is required. While not common, the employee may be required to travel out of county for trainings or to assist other units.

“We have discussed this document in its entirety and understand the duties of this position.”

**Employee Signature**  
**Date**  
**Supervisor Signature**  
**Date**
Percentage of Time Required | Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.
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10% | *Performs a variety of analytical and administration activities in support of end users, including hardware and software computer configuration, procurement, and phone support. *Acts as the first line IT subject matter expert by working closely with customers and IT staff to deploy standard solutions to their business needs. Effectively communicates technical information to non-technical users. Provides constructive and professional training on various hardware and software products used by customers.

10% | *Acts as the 2nd Tier help desk support technician by responding to and completing assignments made by the first line help desk personnel. Close assigned Complete/Resolve Help Desk problem tickets by entering descriptive and structured reports into the Help Desk solutions database.

10% | *Acts as the technical specialist for locally initiated IT projects, and project manager for enterprise projects. *Performs logistics management and 3rd party vendor management. Functions as a team member on various technology projects by working independently to complete assigned projects and coordinates closely with other team members to ensure cohesiveness of project deliverables. Offers insight on technical solutions for the customer's business needs. *Facilitates statewide installations with Sacramento ITS staff. Coordinates server maintenance, network cable pulls, and specific large-scale software and hardware installations.

5% | *Ensures CAL FIRE computing assets conform to set standards when purchasing new computers, recommends new computers to user base, replaces failed parts within a computer, and provides input into establishing new standards, Acceptable Use policy, security policy, asset management directives, and ensures anti-virus protection and OS for all computers are up to date and receive regular updates via System Center Configuration Manager (SCCM).

5% | *Takes lead responsibility for IT-related issues in each specific unit within their jurisdiction and attends meetings, gathers, and provides information to their supervisor, and coordinates with end users. *Responds to priorities assigned by the San Diego Unit IT Supervisor and the Customer Services Manager. Submits timesheets on time, travel claims, status reports and leave requests per direction. Other job-related duties as assigned by supervisor.

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Personnel use only | Posted to Directory | Initials and Date |