

STATE OF CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION <b>POSITION ESSENTIAL FUNCTIONS DUTIES STATEMENT</b> PO-199 (06/16)		Working Title of Position <b>Information Technology Specialist I – FIRIS Program Northern Region</b>	
		Division and/or Subdivision <b>Information Technology Services - Operations</b>	
INSTRUCTIONS: The Director is required by Government Code Section 19818.12 to report (or to record) "...material changes in the duties of any position in his or her jurisdiction". The Position Essential Functions Duties Statement is used for this purpose. Enter identifying information and effective date at the right. Enter brief description of each of the important duties and responsibilities of the position below. Group related duties in numbered paragraphs and indicate the percentage of total time occupied. Indicate the "essential functions" of the position by placing an asterisk (*) in front of those individual duties you determine to be essential to the job. Discuss the duties with the employee assigned to the position. Both the employee and supervisor sign the document where indicated. The supervisor retains the original document and provides a copy to the employee.		Location of Headquarters <b>Northern Region Intel office - Redding</b>	
		Class Title of Position <b>Information Technology Specialist I</b>	
		Position Number <b>541-021-1402-076</b>	
		Effective Date <b>September 1, 2022</b>	
Percentage of Time Required	Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.		
40%	Under the supervision of the Information Technology Supervisor II, the incumbent shall perform the following duties under the Client Services domain and the Systems Engineering domain:  *Liaise between Fire Integrated Real Time Intelligence System (FIRIS)/Intel program Information Technology (IT) stakeholders and the CAL FIRE Information Technology team. *Responsible for communication and collaboration between Operations Command Center (OCC), Intel, FIRESCOPE, Region HQ-Redding, and software/hardware development teams, including contractors. *Gather, analyze, and document CAL FIRE FIRIS/Intel-specific business needs, processes, and requirements for complex system applications. *Purchase IT equipment and subscription, IT related hardware. *Provide subject matter expertise for FIRIS/Intel IT in meetings, working groups, or other related activities. *Evaluate technical solutions to *FIRIS/Intel business needs and requirements. Develop storyboards, activity diagrams, data flows, use cases, and other diagrams that accurately represent all findings and communicate these concepts and ideas to business and technical groups at all levels. *Report project status and progress of activity to project managers, program leadership, and supervisor. *Comply with Change Management requirements and maintain up-to-date issue logs and change logs for applications and hardware. *Plan and conduct functional testing for CAL FIRE and vendor supplied application projects, representing project requirements, for the system development life cycle (SDLC). *Identify and clarify business system, business risk, and procedural impact. *Prepare procedures and documentation supporting the project processes. Coordinate and monitor testing and final customer acceptance testing to ensure the application meets the customer's needs. *Establish and adhere to Quality Process Techniques.		
30%	*Assist in the repair and maintenance of IT hardware at one or more Programs at Northern Region Ops - Redding. *Support both networked and stand-alone personal computers, smartphones, and tablets. *Perform 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. *Perform 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 add/manage printers on local print server. *Coordinate problem resolution and escalate issues as needed, either to their supervisor or to Tier II support in Sacramento. *Perform network cable runs when needed and terminate the cables. *Perform a variety of analytical and administration activities in support of end users, including hardware and software computer configuration, and IT procurement. *Act as the first line IT subject matter expert by working closely with customers and IT staff to deploy standard solutions to their business needs.		
	*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.		
<b>Equal Employment Opportunity (EEO) Statement:</b> 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.			
<b>Job qualifications and/or conditions of employment:</b> May work overtime on nights, weekends, or holidays in support of emergency incidents. Five percent travel will be required to support Intel functions at emergency incidents and the FIRIS/Intel IT program. Lifting and transportation of equipment up to 40 pounds are required.			
"We have discussed this document in its entirety and understand the duties of this position."			
Employee Signature	Date	Supervisor Signature	Date

<b>Personnel use only</b> <input type="checkbox"/> Posted to Directory      Initials and date	
STATE OF CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION <b>POSITION ESSENTIAL FUNCTIONS DUTIES STATEMENT</b> PO-199 (06/16) - <b>PAGE 2</b>	Working Title of Position <b>Information Technology Specialist I – FIRIS Program</b>
Percentage of Time Required	Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.
10%	*Effectively communicate technical information to non-technical users. *Provide constructive and professional training on various hardware and software products used by customers.
10%	*Act as the 2nd Tier help desk support technician by responding to and completing assignments made by the first line help desk personnel and customers. *Close assigned Complete/Resolve Help Desk problem tickets by entering descriptive and structured reports into the Help Desk solutions database.
5%	*Act as the technical specialist for locally initiated FIRIS/Intel IT projects, and project manager for enterprise projects. *Perform logistics management and 3rd party vendor management. *Function as a team member on various technology projects by working independently to complete assigned projects and coordinate closely with other team members to ensure cohesiveness of project deliverables. *Offer insight on technical solutions for the customer's business needs. *Assist as needed with statewide installations with Sacramento ITS staff. *Coordinate server maintenance, network cable pulls, and specific large-scale software and hardware installations.
5%	*Ensure CAL FIRE computing assets conform to set standards when purchasing new computers, recommend new computers to user base, replace failed parts within a computer, and provides input into establishing new standards, Acceptable Use policy, security policy, asset management directives, and ensure anti-virus protection and OS for all computers are up to date and receive regular updates via System Center Configuration Manager (SCCM).  Other duties as assigned.
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