

State of California - Department of Social Services

DUTY STATEMENT

Current

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Information Technology Specialist I

POSITION NUMBER:

800-777-1402-005

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Information Systems Division

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Application Support Bureau

SUPERVISOR'S NAME:

Bhupinder Kaur

SUPERVISOR'S CLASS:

Information Technology Supervisor II

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. *(Explain below)*
- ☐ None
- ☒ Other *(Explain below)*

Fingerprint Clearance Required.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.**MISSION OF ORGANIZATIONAL UNIT:**

ISD's mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units.

ISD accomplishes this by:

- effectively managing information systems and equipment;
- planning, communicating and implementing responsible information technology policies and solutions; and,
- sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

Under the direction of the and/or Bureau Chief (Information Technology Supervisor II), in the Business Intelligence/Analysis Unit, the Information Technology Specialist I (ITS I) develops and implements, operates and maintains multifaceted Cloud and Business Intelligence (BI) initiatives specific to the SNAP-Ed Collaboration Site and the CalFresh Cloud Collaboration Site. The ITS I meets these responsibilities by working on Information Technology (IT) projects and IT systems, works on IT system problems, and independently performs activities on information technology systems.

A. RESPONSIBILITIES OF POSITION:

50% Administration of the Microsoft 365 Teams, OneDrive, Power-Automate, SharePoint Online and SharePoint on-premise environments. Ensure secure maintenance of internal & external access via Office 365 groups & Active Directory groups to sites, document libraries, lists, and shared folders through employee changes and departmental reorganization. Serve as the organization expert and architect for SharePoint, OneDrive and Teams, supporting CDSS's existing cloud-based SharePoint structure and security, including analyzing business requirements, making recommendations to meet operational needs of the organization, as well as implementing those structure and security change.

25% Provide mid level technical support for CDSS's SharePoint environment, including troubleshooting access issues & groups, standing up new sites within a standard architectural framework, as well as help the CDSS organization adopt a fully shared access environment. Provide consultation, training, and staff development on processes and procedures related to CDSS SharePoint environments, systems Cloud policies, standards, and methodologies. Resolve system problems and recommend the best methods of applying new technologies for the critical systems and platforms.

15% Provide analysis and coordination activities by continuously soliciting feedback from customers/stakeholders to clarify requirements and evaluate CDSS SharePoint Sites. Coordinate with members in the Project Management and Systems Oversight (PMSO) Bureau to ensure stakeholder and customer needs are met. Work to meet and exceed customer expectations, providing leverage-able opportunities for other applications.

10% Provide software training to end users in the deployment of new applications and system enhancements and other related duties. Perform other duties as assigned by the Bureau Chief, which may include other miscellaneous activities within the scope of the classification. Provide assistance with other special projects for the Branch Chief and Executive Management.

B. SUPERVISION RECEIVED:

The ITS I is under the direction of the Bureau Chief.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The ITS I has contact with staff at all levels of the Department as well as representatives of other departments (i.e., Finance, General Services, Department of Technology and computer vendors).

E. ACTIONS AND CONSEQUENCES:

Success of many of the department's most visible and critical applications depend on Internet technologies. Failure to maintain and apply standards, policies and principles related to the CDSS Internet platforms could adversely affect the ability to provide critical information to its constituency in an effective and timely manner. Failure to meet the Internet publishing mandates of the Governor's Office could result in sanctions against CDSS and its management.

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. This position is subject to fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).