STATE OF CALIFORNIA
CIVIL RIGHTS DEPARTMENT
DUTY STATEMENT

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<tr>
<th>Employee Name</th>
<th>Classification Name</th>
<th>Position Number</th>
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<tr>
<td>Vacant</td>
<td>Information Technology Specialist I</td>
<td>326-500-1402-005</td>
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<tr>
<th>Division/Unit</th>
<th>Date</th>
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<td>Information Technology</td>
<td>12/19/22</td>
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SUMMARY OF RESPONSIBILITIES

Under general direction of the Information Technology Manager I, the Information Technology Specialist I (ITS I) functions as the Systems Administrator over the Civil Rights Department’s (CRD) Information Technology Infrastructure. The incumbent is responsible for supporting complex technology platforms and ensuring that they interface with the external systems; including those located at State Controller’s Office, CALHR, and Department of Technology Services. Serves as Operating System administrator for all CRD servers, Office 365 backup and restore Admin, and SAN and Active Directory administrator. Assists with the management, planning and operations of CRD’s Office 365 environment, including but not limited to, InTune, Azure Active Directory, Teams and Defender. Serves as backup to the Network Administrator. Duties include, but are not limited to the following:

**Essential Functions:**

25% Maintain the CRD’s VMware environment and Microsoft Azure environment, which is comprised of various servers including, but not limited to, Windows 2019 R2 domain controllers, printer and exchange servers, applications servers, DNS servers, DHCP servers, etc.; establish and manage user rights and group accounts, permissions, privileges, profiles and policies using the Active Directory administrative toolset; maintain server domain integrity, configuration management, managing file systems, driver files and directories; deploy security updates and client software; and provide remote client troubleshooting and supplement electronic inventory control.

20% Lead person for monitoring, troubleshooting and configuring the CRD Storage Area Network (SAN) and administer and monitor backup solution, Dell Apex Cloud Backup. Additionally, the incumbent works closely with fellow Information Technology Specialist I’s and II’s and Information Technology Associates on all programs and projects dealing with the CRD network infrastructure, database development, and statewide applications deployment and updates.

15% Assist with the management, configuration and troubleshooting of the CRD’s Office 365 environment. Duties include, but not limited to, the management and configuration of Microsoft Defender, Intune, and Teams.
15% Work with the Information Security officer to apply latest security patches and policies. Conduct product research and analysis as part of the infrastructure support and troubleshooting and recommends changes or updates to the infrastructure. Solve a range of complex technical problems; perform hardware and/or software installation and testing, user training, network connectivity troubleshooting, and file server monitoring. Assist in the deployment of departmental applications.

10% Assist the Network Administrator with network monitoring duties including, but not limited to, oversight of the vendor managed network, which includes planning, programming, installing, maintaining, and upgrading all network systems software, connectivity software, protocol software, application software for servers, workstations, and network hardware. Manage and maintain the CRD’s video conference system.

Marginal Functions:

5% Data Management, including location, archiving, and retrieval of data, types of devices or media for such tasks, installing, programming and maintaining subsystems for data storage, archiving and retrieval.

5% Work with the CRD Webmaster to coordinate related web applications support and maintenance.

5% Assist in providing training to technical staff and other users on all departmental information technology applications. Provide input in the preparation of user guides and technical documentation on departmental applications. Perform other duties as assigned.

Desirable Qualifications:

- Experience in leading and managing concurrent complex projects.
- Experience in managing and negotiating multiple and/or changing priorities in a heavy workload situation.
- Demonstrated experience in leadership, diplomacy and courtesy.
- Experience in establishing and maintaining the confidence and cooperation of others contacted during the course of work.
- Experience analyzing data, draw sound conclusions and present ideas and information effectively both orally and in writing.
- Experience in the maintenance and management of information technology devices.
- Knowledgeable about network concepts related to an Enterprise environment.
- Completed classes in VMWare.
- Experience in the maintenance and management of Office 365 applications like InTune, Defender and Teams.
- Experience with Active Directory and user/device policies.
Work Environment, Physical or Mental Abilities:

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without a reasonable accommodation.

- Requires ability to effectively handle stress, and work in a noisy and fast paced environment
- Requires daily use of a personal computer and related software applications at a workstation
- Requires ability to complete tasks that require repetitive hand movements in the performance of daily duties
- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day
- Requires dependability and excellent attendance record
- Willingness to work irregular hours

Working Conditions:

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions associated with this job.

Supervision Received:

The ITS I receives general supervision from the IT Manager I.

Supervision Exercised:

None.

Administrative Responsibility:

None.

Personal Contacts:

The ITS I may have daily contact with departmental management and staff, and periodically has contacts with control agency representatives, data center representatives, other state agencies, and private industry.

Actions and Consequences:

The ITS I is in a sensitive position involving critical departmental data assets, and the security of said assets. Failure to use good judgment in design and implementation or to ensure the timely processing of requests could result in data asset compromise. Failure to use good judgment in handling sensitive and confidential information could result in sensitive information being released to unauthorized persons and/or incorrect information used to make management decisions.
Job Requirements:

Activities required to perform the essential functions of this position include the ability to communicate effectively, produce written correspondence, and comprehend written instructions, correspondence and manuals, and reason logically.

Certification of the Employee:

I have read and understand the duties as described above for the Information Technology Specialist I. I meet the job requirements as described above and am capable of performing the essential functions with or without a reasonable accommodation.

___________________________________ ______________________
Employee’s Signature Date

___________________________________ _____________________
Supervisor’s Signature Date