

Duty Statement

Organization	Name
CalEPA	Vacant
Position Number	Effective Date
812-010-1402-001	
Classification Title	Working Title
Information Technology Specialist I	
CBID	Supervisor
R01	Mike Marshall, Agency Chief Information Officer

Position Description

The mission of the California Environmental Protection Agency (CalEPA) is to restore, protect and enhance the environment and to ensure public health, environmental quality, and economic vitality.

The Fiscal and Administrative Programs Unit ensures the effective and efficient allocation and use of resources for environmental regulatory programs. The Unit communicates, coordinates, implements, and oversees fiscal, human resources, administrative policies and information technology throughout the Agency. The Unit also administers the Office of the Secretary's (OOS's) budget and office operations.

Under general supervision of the Agency Chief Information Officer (AIO), the Information Technology Specialist I (ITS I) will serve as a senior technical subject matter expert providing cloud/server/desktop/telecommunications support and plays a crucial role in the delivery of technology services, end user services, and support infrastructure. The ITS I is responsible for providing direct support to staff, performs routine maintenance and support, manages IT assets, and contributes to technology standards and policies. The ITS I also participate in operational security and technology recovery activities. The ITS I works primarily in the Client Services and System Engineering domains.

Position Category

This position is designated as telework eligible. In-person attendance and occasional travel may be required based on the needs of the office. The positions incumbent can telework with a management approved telework agreement and schedule. Satisfactory job performance is required to maintain a teleworking agreement.

Essential Functions

Air Resources Board • Department of Pesticide Regulation • Department of Resources Recycling and Recovery
Department of Toxic Substances Control • Office of Environmental Health Hazard Assessment
State Water Resources Control Board • Regional Water Quality Control Boards

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public with equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

40% * Service Desk Support

Serves as the senior technical support for staff to resolve failures to cloud services, hardware, software, mobile devices, and other OOS support IT services based on the Service Desk standard operating procedure (SOP) guidelines. Monitor the incident management system, triage tickets, analyze, resolve issue, and perform post resolution follow-up. Assist with projects on the deployment, monitoring and maintenance of complex technical solutions to support OOS.

Ensure the appropriate resolution option is selected by working closely with end users, conducting research to identify multiple alternatives, analysis of alternatives, and consulting with various parties including IT Technical leads, Information Security team, and other CalEPA staff.

Develops training materials and provides training to staff in both individual and group settings.

20% * Telecommunications Management

Responsible for the configuration, implementation and maintenance of mobile phones, phone lines (landlines and Voice-over-IP (VoIP)), and video conferencing technologies. This includes coordinating with vendors and other State staff to setup phone lines and devices, troubleshoot issues, providing technical support, and coordinating maintenance and upgrades. Also responsible for reviewing mobile phone bills for proper billing.

15% * Office 365 Administration

Maintains all Office 365 applications. This includes but is not limited to: adding and maintaining user information, creating and maintaining groups, identifying, and assigning roles, and performing user permissions management to ensure appropriate access for security and system management, acquiring new licenses, creating service requests, configuring Office 365 services, and monitoring services.

10% * Application Governance and Support

Participates in governance process to maintain CalEPA's service ticketing system. This includes but is not limited to monitoring system performance, development of documentation, configuration, testing, and deployment.

5% * IT Asset Management

Prepares procurement documents for the purchase of IT equipment and services. Maintains the IT asset database. This includes the surplus of end-of-life equipment.

5% **Recovery Activities**

Serves as part of the IT recovery team. Participates in development of System Recovery Plans, Technology Recovery Plan, including the testing and exercises related to these plans.

Marginal Functions

5% **Administrative Duties**

Performs administrative duties including, but not limited to: adheres to OOS policies, rules, and procedures; submits administrative requests including leave, overtime, travel and training in a timely and appropriate manner; accurately report time in timekeeping system and submits timesheet by due date. Perform other duties as assigned.

****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.***

Employee/Supervisor Statement

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation.

Employee

Signature: _____ Date: _____

Print Name: _____

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

Supervisor

Signature: _____ Date: _____

Print Name: _____