DATE OF CALEGORNA DEPARTMENT OF PORESTRY AND FIRE PROTECTION POSITION ESSENTIAL FUNCTIONS DUTIES STATEMENT PO-199 (90/16)  INSTRUCTIONS: The Director is required by Government Code Section 1981 8: 12 to report (or to record)**					
DEPARTMENT OF FORESTRY AND FIRE PROTECTION POSITION SSENTIAL FUNCTIONS DUTIES STATEMENT PO-199 (60/16)  INSTRUCTIONS. The Director is required by Government Code Section 1881 8.2 to report for for record)**material changes in the duties of any position in its or her prisediction.** 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 responsibilities of the position below. Group related duties in numbered responsibilities of the position below. Group related duties in numbered responsibilities of the position below. Group related duties in manufacture of the position below. Group related duties in numbered responsibilities of the position below. Group related duties in numbered responsibilities of the position below. Group related duties in numbered responsibilities of the position below. Group related duties in numbered responsibilities of the position below. Group related to the job. Discuss the duties in duties of the position in Technology (Endourage of Time Section and Company) and the properties of the position in Technology (Endourage of Time Section and Company) and the properties of the position identified above performs the following duties and responsibilities.  Under the close supervision of the Information Technology Services (ITS) Technical Support of the following duties and responsibilities.  Under the close supervision of the Information Technology (The charical Support of Cot California Department of Forestry and Fire Protection (CAL FIRE) protective units Training Facilities. "Provides support for both networked and stand-alone personal computers, smartphones, and tablets. "Performs the installation of Microsoft Windows operating system (OS) of CAL FIRE workstations (using CAL FIRE approved software and hardware." Provides support for both networked and stand-alone personal	STATE OF CALIFORNIA				
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STATE OF CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION POSITION ESSENTIAL FUNCTIONS DUTIES STATEMENT			Working Title of Position Information Technology Technician – Southern Region		
PO-199 (06/16) - <b>PAGE</b>					
Percentage of Time Required	Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.				
20%	*Acts as the 1st tier IT support technician, using department approved tools, to respond to customer IT support requests. *Addresses incident/requests tickets by entering descriptive and structured reports into the Help Desk solutions database. *Assists peers with deployment projects in areas throughout the Southern Region. *Assists the Southern Region IT staff with inventory, addressing/the routing of incident/requests tickets, and IT procurement requests. *Provides backup and/or support Southern Region IT staff and neighboring units as needed. *Offers insight into technical solutions for the customer's business needs. Coordinates/performs network cable pulls.				
15%	*Provides onsite technical support to mobilized CAL FIRE employees by assisting with issues, and service requests to include, but not limited to, resolving issues related with basic computer hardware and software installation. *Coordinates issues, service requests, and escalates as needed to incident project lead or incident management team. *Performs minor, computer, network, or server tasks, including but not limited to, adding patch cables, users, replacing switches, or wireless access points. *Attends annual Incident Network (InciNet) training, as needed.				
5%	Performs other job-related dut	ies as assigned.			
			ntial functions are those functions that the individual who holds ssistance 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: Statewide travel (35%) with possibly overnight stays. Will be required work at remote facilities or incidents to affect repairs onsite, which can involve overnight travel. Hardware					
repair requires occasional lifting of PC's and printers which should not exceed 40 pounds.  "We have discussed this document in its entirety and understand the duties of this position."					
Employee Signature	 Date	Supervisor S	Signature Date		
Personnel use only	☐ Posted to Directory	Initials and Da			