

STATE OF CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION POSITION ESSENTIAL FUNCTIONS DUTIES STATEMENT PO-199 (06/16)		Working Title of Position Information Technology Technician	
		Division and/or Subdivision Information Technology Services	
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 West Sacramento	
		Class Title of Position Information Technology Technician	
		Position Number 541-021-1400-XXX	
		Effective Date October 2025	
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 close supervision of the Information Technology Services (ITS) Technical Support Supervisor (Information Technology Supervisor II), the incumbent will perform duties within the Client Services Doman. Duties include, but are not limited to:		
20%	*Responsible for the repair and maintenance of Information Technology (IT) hardware at one or more 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 standard OS image) and CAL FIRE approved software and hardware. *Provides support to customers for both computer and mobile applications developed by the department. *Performs 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, NTFS folder permissions on local file servers and maintains printers on local print server. *Maintains an accurate ongoing inventory of IT assets hardware in assigned units. *Coordinates problem resolution and escalates issues as needed, either to their supervisor, peers or to tier II support in Sacramento.		
	*Performs a variety of analytical and administration activities in support of end users, to include hardware and software computer configuration, IT procurement, phone support and developing a system management plan (SMP) for the refresh and survey of older IT assets. *Effectively communicates technical information to non-technical users.		
	*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.		
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: See page 2.			
"We have discussed this document in its entirety and understand the duties of this position."			
Employee Signature _____		Date _____	
Supervisor Signature _____		Date _____	
Personnel use only ☐ Posted to Directory		Initials and date _____	

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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 help desk 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 their assigned area. *Assists their area IT staff with inventory, addressing/the routing of incident/requests tickets, and IT procurement requests. *Provides backup and/or support to other CAL FIRE 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 dispatched 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%	Responds to priorities assigned by their supervisor. Submit timesheets, travel claims, status reports and leave requests on time per direction. Other job- related duties as assigned.		
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Job qualifications and/or conditions of employment: Statewide travel (30%) 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 Signature	Date
Personnel use only ☐ Posted to Directory		Initials and Date	