

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Information Technology Services Division		EFFECTIVE DATE
BRANCH/SECTION Client Solutions/IT Service Desk		CLASS TITLE Information Technology Specialist I
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		PHYSICAL WORK LOCATION Sacramento
INCUMBENT (If known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-406-1402-053
<p>YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.</p>		
<p>BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:</p> <p>Under the direction of the IT Supervisor II, and in the domain of Client Services, the incumbent will serve as a key member of the Information Technology Services Division, Client Solutions Section. Heavily interacting with end users, the Client Solutions section is responsible for the first line support for the Commission's computing hardware, software, printers, network, and system-related issues. The Information Technology Specialist I (ITS I) aids clients requiring high technical expertise on a broad range of hardware/software on all CPUC-assigned equipment.</p>		
% Of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>	
40%	<p><u>ESSENTIAL FUNCTIONS:</u></p> <p><u>Desktop Technical Support</u></p> <p>Support the response and resolution of IT Service Desk requests via ServiceNow, phone, and in-person. Maintain, enter, and prioritize IT Service Desk requests in ServiceNow. Perform complex application activities for critical CPUC/IT Service Desk systems such as the System Center Configuration Manager (SCCM), VoIP Infrastructure, and Print Servers. Provide end-user installation, configuration, support, and training on VoIP Phone Systems and remote work technologies including VPN and VDI. Deploy and maintain enterprise antivirus software and other enterprise software to uphold internal security. Assist in the development of process improvement for IT Service Desk procedures and work instructions. Meet with Commission staff to coordinate proper products/systems to meet their needs.</p> <p>Responsible for leading installation, deployment, configuration, modification, upgrade, maintenance, and troubleshooting of, but not limited to, hardware and software for CPUC-owned equipment and wireless devices including iOS-based mobile devices. Create packages, test, and deploy updates for Windows, Microsoft Office, Adobe, Java, and all other CPUC-authorized applications. Install, configure, troubleshoot, and maintain IT assets (printers, computers, video conferencing, etc.) per Divisional procedures. Relocate PCs, printers, and other CPUC-assigned equipment as requested for business needs. Create PC images, set up, and deploy desktops/laptops for new and upgraded equipment. Support CPUC document management systems and file share systems per Divisional procedures.</p> <p>Participate in the planning for system and software purchases, track software licenses, and manage maintenance contracts. Formulate and maintain IT Service Desk procedures and work instructions. Develop and coordinate end-user training for applications or new technologies.</p>	
40%	<p><u>Mobile Device Management (MDM)</u></p> <p>Configure, deploy, and manage our organization's MDM platform. Responsible for enforcing and ensuring compliance defined by our Information Security Office (ISO) and industry standards. Ensure policy adherence, security settings, and access controls are being implemented on the devices. Proactive monitoring and maintenance of device status and compliance to ensure the device lifecycle is accurately recorded in asset management inventory in ServiceNow and carrier cellular services are up to date, including lost and stolen devices. Serve as an escalation point for technical issues including hardware and software</p>	

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10%	<p>problems, device performance, and connectivity issues. Prepare and maintain comprehensive user training and documentation for users and internal staff. Also documenting repairs, replacements, procurement, and keeping up with the latest iOS features and security updates. Have familiarity with mobile carrier services offerings; working knowledge of Apple Business Manager and how it integrates with Microsoft Intune MDM. Stay current with industry trends, best practices, and emerging technologies related to mobile devices and MDM.</p> <p><u>Audio/Visual Support</u> Respond to Information Technology (IT) Service Desk audio/visual requests via ServiceNow, phone, and in-person; work the assigned requests to completion and full satisfaction of the end users. Assist ITSD staff in resolving complex audio/visual and conferencing requests. Maintain, enter, and prioritize IT Service Desk requests for audio/visual and conferencing services in ServiceNow.</p> <p>Coordinate and consult with Commission staff on audio/visual conferencing and presentation needs; analyze customers' needs to recommend the most effective and efficient audio/visual support systems to reach the desired outcome. Arrange support and troubleshoot audio/visual systems and hardware for audio/visual conferences and regular Commission Public Meetings.</p> <p><u>MARGINAL FUNCTIONS:</u></p> <p><u>Research, Evaluation, and Training</u> Responsible for exploring the costs/benefits of new technologies/solutions that integrate with existing enterprise architecture and provide increased productivity for Commission clients and staff. Attend classes, seminars, and meetings to keep current in state-of-the-art technologies</p> <p>5% Other Job-Related Duties as Assigned.</p> <p>5%</p> <p><u>KNOWLEDGE AND ABILITIES</u> <i>[From Class Specs]</i></p> <p>Knowledge of: Information technology concepts, practices, and principles to provide a foundation for technology related work. Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices. Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.</p> <p>Ability to: Perform research and data gathering; analyze information and evaluate results to choose the best solution and solve problems; communicate effectively verbally and in writing as appropriate for the needs of the audience; utilize reporting tools to develop and analyze statistical reports; interpret and explain technical information to non-technical individuals; interpret customer requests to meet service needs and resolve problems; provide customer service; work cooperatively with staff at all levels; proficiently use computers and productivity software; and understand and align technology proposals with business needs.</p> <p>Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.</p>
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Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:

- Work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature. Sit at a desk during office hours. Use a computer, keyboard, mouse, monitor, and printers for prolonged periods of time.
- Bend and stoop to retrieve and replace files and records weighing up to 20 pounds. Move about the office and stand or sit for long periods at a time.
- Proficiently use standard office technologies, including computer applications, phone equipment, Internet, voicemail, email, etc.
- This position is FLSA exempt and may require some work outside of normal business hours.
- Occasional travel via private or public transportation (i.e. drive an automobile, take an airplane flight, etc.) that may include overnight lodging, several days at a time and long distance inside California.

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE