

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 29779	DGS DIVISION / OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME Information Security Office	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 3rd Street, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION Information Technology Specialist I	POSITION NUMBER 306-072-1402-014	CBID R01
POSITION ELIGIBLE FOR TELEWORK: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	PROBATIONARY PERIOD <input type="checkbox"/> 6 Months <input checked="" type="checkbox"/> 12 Months <input type="checkbox"/> N/A	WORK WEEK GROUP E
WORK SCHEDULE (DAYS / HOURS) Monday-Friday, 8 AM to 5 PM	TENURE Permanent	
WORKING TITLE Security Operation Specialist	TIMEBASE Full Time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	BILINGUAL POSITION: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No LANGUAGE NEEDED: <input type="checkbox"/> Verbal <input type="checkbox"/> Written Proficiency language in: <u>English</u>	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION ☒ Rank and File ☐ Supervisor ☐ Specialist ☐ Office of Administrative Hearings ☐ Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under direction of the Information Technology (IT) Supervisor II, in the Information Security Office, the IT Specialist I in the Department of General Services, Enterprise Technology Solutions within the System Engineering and Information Security Engineering domains, is responsible for various tasks related to enterprise endpoint security system administration, leading implementations, configurations, maintenance, and monitoring. The individual in this position will work closely with stakeholders to ensure the confidentiality, integrity, and availability of the organization's information assets.

SPECIAL REQUIREMENTS ☐ Medical Clearance ☒ Background Clearance ☐ Typing ☐ DMV Pull Notice ☐ Drug Testing
☐ Vehicle Home Storage Permit ☐ Driver's License and Class (specify below in Description) ☐ Certificate (specify below in Description)
☐ Professional License (specify below in Description) ☐ Other (specify below in Description)

Background Clearance

This position and/or location requires background investigation clearance.

Telework

The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
35%	Provides subject matter expertise in endpoint protection and security across enterprise and cloud platforms by participating in the implementation, installation, upgrading, testing, monitoring and troubleshooting of enterprise endpoint protection system, reviewing and monitoring vendor best practices, and technical and internal documentation in order to secure DGS assets and ensure a safe and protected computer and server environment utilizing endpoint security systems.
20%	Resolves computer and server endpoint protection issues enterprise-wide by providing expert

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PERCENTAGE	DESCRIPTION
	technical and forensic support to the Deputy Chief Information Security Officer (DCISO), DGS Help Desk, Server teams, satellite offices and mobile workforce in order to provide continuous uninterrupted operations, and the highest level of security for the computer and server systems department-wide, and to ensure reliable and consistent protections for the DGS users and its customers.
20%	Collaborates with the Desktop, Server, and Application teams in designing innovative solutions by analyzing and maintaining the enterprise endpoint security system, coordinating infrastructure system specifications, upgrades and maintenance, and resolving the most complex technical/ forensic issues for the endpoint protection and scanning systems, utilizing collected forensic data, patching and version upgrades in order to sustain a supportable and uniform security infrastructure for the department to ensure the enterprise endpoint protection systems are up-to-date and protects all relevant DGS assets.
20%	Assists other ISO team members as a backup for other security related tools by supporting key security systems utilizing password vault, vulnerability management system, Security Information and Event Management and other tools etc., in order to uphold and maintain technical knowledge, and ensure continuity of operations for all users of this critical data.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Leads independent research and studies by attend job-related educational workshops and trainings in order to maintain professional and technical knowledge of new technologies and to ensure the continuing development of solutions that are maintainable, extensible, optimized, and secure.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS☐ Travel (Specify the percentage in the travel box below)

Will be required to report to the office as needed/required.

May be required to respond after hours and on weekends in the event of an emergency.

Professional working environment.

DESIRABLE QUALIFICATIONS

The ideal candidate will have extensive knowledge and experience of endpoint protection technologies and security best practices across enterprise and cloud environments. Candidate should possess strong technical expertise in implementing, upgrading, monitoring, and troubleshooting endpoint protection systems, as well as conducting forensic analysis to resolve complex security issues. The candidate should demonstrate the ability to collaborate effectively with cross-functional teams, analyze and maintain enterprise security systems, and design innovative solutions to ensure a secure and uniform infrastructure. Skills in vulnerability management, password vault systems, SIEM tools, and patch management are highly desirable. The position requires strong analytical and problem-solving abilities, attention to detail, and excellent communication skills. Preferred qualifications include experience in enterprise security operations, and familiarity with cloud security and advanced endpoint protection strategies.

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.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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C & P APPROVED BY	DATE SIGNED
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