

STATE OF CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION <b>POSITION ESSENTIAL FUNCTIONS DUTIES STATEMENT</b> PO-199 (06/16)		Working Title of Position <b>IT Business Analyst</b>	
		Division and/or Subdivision <b>Information Technology Services</b>	
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 <b>West Sacramento</b>	
		Class Title of Position <b>Information Technology Technician</b>	
		Position Number <b>541-021-1400-xxx</b>	
		Effective Date <b>January 2026</b>	
Percentage of Time Required	Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.		
25%	Under the close supervision of the Administration and Planning Information Technology Supervisor II (IT Sup II), the Information Technology Technician (ITT) will work closely with the Information Technology Specialist I (ITS I) to provide support to the Division of Technology under the Business Technology Management domain on a variety of tasks. Duties include but are not limited to the following:  *Perform technical verification of goods and services received for Information Technology (IT) purchase orders by reviewing purchase documents, quotes, contracts, and delivery records. *Conduct detailed reviews of invoices to confirm accuracy against approval technical specifications, quantities, service deliverables, and contract terms. *Identify and resolve discrepancies related to partial shipments, incorrect items, pricing variances, or incomplete IT service deliverables. *Coordinate technical returns, credits, and corrections for IT equipment, software, and services. *Ensure IT purchases and services align with approved standards, configurations, and operational requirements.		
15%	*Serve as a technical point of contact for vendors regarding IT service deliverables, invoice corrections, and documentation requirements. *Respond to vendor inquiries related to payment status by validating technical completion of work and required deliverables. *Coordinate with internal IT, procurement, and accounting staff to resolve issues impacting payment processing. *Enforce vendor compliance with IT contract terms, service level agreements, and delivery requirements.		
15%	*Prepare and process invoices for recurring IT services associated with blanket purchase orders and service contracts. *Verify that billed IT services were delivered in accordance with approved scope of work, schedules, and performance expectations. *Ensure all technical and service documentation is complete prior to submission for payment. *Track recurring IT services and associated costs to support operational continuity and service management.  *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.		
<b>Equal Employment Opportunity (EEO) Statement:</b> 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: <a href="#">See page 2</a>			
"We have discussed this document in its entirety and understand the duties of this position."			
Employee Signature _____		Supervisor Signature _____	
Date _____		Date _____	
Personnel use only <input type="checkbox"/> Posted to Directory		Initials and date _____	

Percentage of Time Required Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.

15%

\*Enter, maintain, and update IT service, asset, and payment information in designated IT tracking systems and workbooks. \*Reconcile IT service records, invoices, and payment data to ensure accuracy and audit readiness. \*Monitor IT expenditure and service utilization to support operational reporting and planning. \*Identify trends, variances or risk related to IT services assets or vendor performance.

10%

\*Serve as the primary IT Cal-Card (P-Card) account administrator for the unit. \*Submit request for new cards, card reconciliations, card cancelations, and card changes throughout the Cal-Card desk. \*Provide technical guidance to card holders on allowable IT purchases, documentation requirements, and compliance standards. \*Monitor card holder transactions, review supporting documentation, and resolve discrepancies or potential misuse. \*Evaluate and address card spending limits based on operational needs, risk, and IT purchasing requirements.

10%

\*Support planning efforts related to IT resources, services, and expenditures to meet operational and technical needs. \*Contribute to the unit's responsibility for managing IT assets, IT services, and procurement processes across their lifecycle. \*Assist with tracking IT equipment, software, contracts, and service using designated IT services and asset tracking systems. \*Support data collection and reporting for IT inventory, service utilization, and vendor performance.

5%

\*Provide 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. \*Coordinate issues, service requests, and escalate 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. \*Attend annual Incident Network (InciNet) training, as needed.

5%

Perform other job-related duties as assigned.

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Job qualifications and/or conditions of employment: **Statewide travel (25%) 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