



Classification: Information Technology Specialist I  
 Position Number: 880-280-1402-061

**DUTY STATEMENT**

CURRENT       PROPOSED

<b>RPA Number:</b> 25-280-067	<b>Classification Title:</b> Information Technology Specialist I	<b>Position Number:</b> 880-280-1402-059
<b>Incumbent Name:</b> VACANT	<b>Working Title:</b> IT Help Desk Support Specialist	<b>Effective Date:</b> TBD
<b>Tenure:</b> Permanent	<b>Time Base:</b> Full-time	<b>CBID:</b> R01
<b>Division/Office:</b> Division of Information Technology		<b>Section/Unit:</b> IT Client Services Branch-IT Help Desk
<b>Supervisor's Name:</b> Jean-Pierre Hodge		<b>Supervisor's Classification:</b> Information Technology Supervisor II

<b>Human Resources Use Only:</b>	
<b>HR Analyst Approval:</b>	<b>Date:</b>

<b>General Statement</b>
Under the general supervision of the Information Technology Supervisor II of the Help Desk and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.
<b>Position Description</b>
The Information Technology Specialist I is responsible for demonstrating an in-depth understanding of Microsoft Endpoint Configuration Manager (MECM), network printer configuration and maintenance, computer imaging and patching, software configuration and deployment, networking issues, server issues, desktop support, and level of expertise to perform a wide variety of tasks requiring problem solving. This position involves working in ServiceNow ticketing and Information Technology (IT) asset management systems daily. Must have the ability to follow detailed procedures and instructions. This position is full time Help desk support position, requiring onsite work at least 3 days a week, and may be requested to work unusual hours, weekends, or holidays as needed to support equipment maintenance and network operations. This position is in the Client Services domain.



<b>Essential Functions (Including percentage of time):</b>	
45%	<p>Assist end-users in resolving complex technical problems. Resolve and/or refers highly technical problems as appropriate. Log and track inquiries using a ticketing system while maintaining history records. Document and maintain workflows utilized in successful issue resolution. Identifies, evaluates, and prioritizes end-user problems and complaints to ensure that inquiries are successfully resolved. Follow up with end-users to ensure that inquiries are resolved. Analyze and evaluate inquiry/problem reports and makes recommendations to reduce the need for help desk involvement and end-user effort. Provide work guidance and mentorship to less experienced personnel. Configure, test, and deploy software applications, packages, and image machines in MECM. Configure, troubleshoot, and maintain network mapped printers/scanners and network ports while working with the network team and REMI/Smile contractors. Review annual printer maintenance agreements and order toner supplies. Use Manage Engine for managing failed updates, gather device information, run commands remotely, deploy software, and conducting remote support for end users.</p>
35%	<p>Responsible for the acquisition, installation, configuration, implementation and maintenance of hardware and software technologies. Analyze and troubleshoot complex information technology issues, including software, hardware, imaging, and networking. Analyze data and situations using logical reasoning and creativity. Identify and document problems, draws valid conclusions and develops effective solutions. Plan and implement desktop upgrades and migrations. Administer Active Directory objects and group policies. Manage Active Directory information, ensuring accuracy and regular updates. Use Microsoft Entra admin center to manage user accounts, Multi-factor Authentication, security group permissions, M365 add-ins, and Enterprise applications. Use Exchange admin center to manage user mailboxes, shared mailboxes, M365 groups, and resources. Utilize Microsoft Defender to isolate machines for security incidents, while following Information Security Officer (ISO) procedures. Use PowerShell scripting to automate processes. Work with Client Services team for troubleshooting and assisting with device imaging, security vulnerabilities, and resolving technical issues. Support and manage all IT assets in the existing ServiceNow platform. Manage and deploy software licensing to end users. Crosstrain and act as lead with junior staff on solving technical issues and standard operating procedures for current and new technologies.</p>
15%	<p>Implement, maintain, and enforce IT security policies and standards. Test and apply security patches, hot fixes, and new software updates. Coordinate with Regional Boards in all aspects of desktop support services, ensuring systems are up to date on all security patches, and in compliance with Water Board policies. Participate in disaster recovery planning and testing. Create and maintain a working environment that encourages cooperation between customers and IT staff. Ensure problem resolution occurs with the least amount of customer impact and that problems are resolved quickly and effectively. Will need to periodically carry and/or move equipment up to 30 lbs., prolonged periods of standing, walking or sitting, depending on work situation.</p>



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<b>Marginal Functions (Including percentage of time):</b>	
5%	Perform other duties as required.
<b>Typical Physical Conditions/Demands:</b>	
The job requires extensive use of a personal computer and the ability to sit/stand at desk, utilize a phone, and type on a keyboard for extended periods of time. Ability to lift 50 pounds, bend and reach above shoulders to retrieve files and/or documents. Navigate uneven, rugged terrain, and crawl and work under desks periodically, carry more than 30 lbs., standing/sitting for long periods of time, etc.	
<b>Typical Working Conditions:</b>	
The incumbent works on the 8th floor of a high-rise office building in downtown Sacramento, in an enclosed, non-windowed office cubicle in a smoke-free environment. Mandatory overtime, including evenings and weekends may be necessary during the year end closing process or when the department is mission tasked. Travel may be required locally and within the state.	

<b>Supervisor Statement</b>		
I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.		
Supervisor Name	Supervisor Signature	Date
Employee Name	Employee Signature	Date