



DUTY STATEMENT

DATE APPOINTED TO CLASS		DATE OF LAST POSITION REVIEW 03/02/26	
DIVISION Standards & Development		POSITION NUMBER (Agency - Unit - Class - Serial) 421-034-1402-015	
BUREAU/UNIT Computer Services Bureau		CLASS TITLE Information Technology Specialist I	CBID R01
INCUMBENT		WORKING TITLE Technical Support Specialist	
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the direction of the Information Technology Supervisor II, the Information Technology Specialist I provides audio visual media production, server, incident response and general information technology (IT) support to the Commission on Peace Officer Standards and Training (POST) with an emphasis on responsive customer service.			
% 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>	
ESSENTIAL FUNCTIONS			
35%	Live Media Production and Support - Provides audio/visual or live stream support for POST Commission meetings, Board hearings, conferences, workshops, trainings, and webinars hosted both in-house and remotely throughout the state; set up and configure conference rooms to meet various meeting and training formats and requirements; routinely research, deploy, and test equipment and software; creates and maintains custom overlays and graphics for live video streams; manages and monitors camera feeds and stream quality; promptly identifies, communicates and troubleshoots technical issues during live feed; conduct research and perform analysis to recommend cost-effective streaming system upgrades; responsible for editing and archiving video recordings post-production; assists agency investigators with audio enhancements and video format conversions for active cases in the Peace Officer Standards and Accountability Division (POSAD).		
25%	Server Administration - Installs, configures, maintains, and secures POST servers and related infrastructure (hardware/software) to ensure efficient, reliable IT operations; responsible for backups, user access, troubleshooting, and security updates on physical and virtual Windows and Linux systems and related network components; conduct research and perform analysis to recommend cost-effective system upgrades; performs system monitoring, security audits, and implementation and testing of recovery plans.		
25%	Helpdesk Support - Working both independently and in cooperation with the Helpdesk Team, provides timely, concise, professional, and courteous responses to clients; maintains and updates knowledge base documentation and procedures, ensures all service and change requests are logged and tracked in POST's ticketing system; assists with computer hardware refresh deployments and scheduling; installs, configures, and troubleshoots approved software applications; provides support and training for current Windows Operating Systems (OS), Microsoft Office 365 and other software as needed; installs, maintains, and updates network devices; configures, manages, and maintains cloud infrastructure and resources in Azure; independently researches and analyzes complex system issues to identify root cause and achieve resolution with minimal disruption in services; applies and serves as subject-matter expert within POST's computing environment on the following: IT hardware and software, network technologies, and providing recommendations on IT products and services.		

10%	Incident Response – Investigate security incidents and respond to system and security alerts as a member of the POST incident response and security governance teams; troubleshoot and conduct root cause analysis of incidents and reviews phishing submissions; utilizes the Cal-CSIRS incident reporting system to initiate, track and update reportable incidents.
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5%	<p>NON-ESSENTIAL FUNCTIONS</p> <p>Performs other job-related duties within the scope of the classification.</p>
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WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED OF THE JOB (if applicable):

WORK ENVIRONMENT

Office setting – Requires prolonged sitting, standing, walking, use of the telephone, use of a personal computer, and frequent contacts with individuals within POST and from law enforcement agencies. Requires mobility to various areas of the work site. Incumbent must work well under pressure, meeting multiple and sometimes conflicting deadlines. The incumbent shall at all times demonstrate cooperative behavior with co-workers and supervisors. Hours of work generally cover business hours of 8:00 a.m. to 5:00 p.m. This position may be eligible for telework.

Some travel required (e.g., travel to off-site conferences, meetings, training and providing assistance to POST Staff as necessary).

PHYSICAL ABILITIES

Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation. May require light carrying/lifting of office supplies such as paper, binders, manuals, etc.

Traveling may require medium to heavy lifting (i.e., laptop, luggage, etc.).

CONFLICT OF INTEREST (if applicable):

Conflict of Interest Filing (Form 700) required Not applicable

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The employee is required to complete Form 700 within 30 days of appointment and once per year.

Failure to comply with the Conflict of Interest Code requirements may void this appointment.

To be reviewed and signed by the supervisor and employee:

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

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT:

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR*
- *I HAVE RECEIVED A COPY OF THE DUTY STATEMENT*
- *I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION*
- *I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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HUMAN RESOURCES ANALYST'S NAME (Print)	HUMAN RESOURCES ANALYST'S SIGNATURE	DATE
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