

**California Department of Food and Agriculture
Information Technology Services Division
Information Technology Specialist II
Duty Statement**

I. Program/Position Identification

The Information Technology Services Division (ITSD) is responsible for the oversight and management of all information technology and telecommunications activities including, but not limited to, information technology, information security, and telecommunications personnel, contractors, systems, assets, projects, purchases, and contracts. ITSD is tasked with ensuring compliance with state information technology policy and conformance to state information technology and telecommunications policy and enterprise architecture. The range of services that ITSD provides encompasses the areas of Technology Governance, Application Development Services, Customer Support and Services, Infrastructure and Security Operations, Enterprise Architecture, and Procurement. ITSD provides IT services to over 2,000 employees in eight major program areas as well as executive and administrative staff distributed over 100 locations throughout the state including district and field offices in 32 counties, two extraterritorial offices in Hawaii and Arizona, and 16 agricultural stations at the state's borders.

Under the general direction of the Information Technology Manager I (IT Manager I), the Information Technology Specialist II (IT Specialist II) acts as a senior infrastructure engineer working on the most complex IT assignments and issues that impact the Department statewide. The incumbent is expected to be proficient and have strong working knowledge in the following competencies with monitoring, maintenance, support, and troubleshooting services for the Department's on-premise and Cloud solutions for Azure, Windows server environment, Active Directory, Azure Entra ID, file services, firewall services, Wide Area Network (WAN), Local Area Network (LAN), Network Access Control systems (NAC), Web Application Firewall (WAF), wireless controller and access points, protection and management solutions, network switches, and server virtualization services. The incumbent will primarily be working in the System Engineering domain, with secondary emphasis in the Client Services and Information Security Engineering domains.

The incumbent works collaboratively with the ITSD management team and staff, briefs and advises the manager, exercises a high degree of initiative, independence of action, and originality, and must demonstrate tact and good judgment. The incumbent must be able to communicate effectively in order to develop and maintain effective and cooperative working relationships. The incumbent must be able to adapt easily to changing priorities and maintain consistent, predictable attendance in the performance of these specific functions.

Classification:	Information Technology Specialist II
Working Title:	Senior Infrastructure Engineer
License or Other Requirement:	None
Position Number:	014-015-1414-001
Division/Branch/DAA:	Information Technology Services Division

Location: Sacramento, CA
Date Prepared: February 2026
Work Hours/Shift: Monday through Friday, 8:00am to 5:00pm

II. Essential and Non-Essential Job Functions

A. Essential Functions:

Function #1: Network, Servers & Cloud Systems Design, Administration and Support – 45%

- Design, plan, implement, test, and maintain network systems including but not limited to servers, enterprise storage, enterprise firewall, switches, Network Access Controls (NAC), WiFi access controllers and access points, Web Application Firewall (WAF), and monitoring tools.
- Design, plan, implement, test, and maintain server and system virtualization using standard tools and procedures.
- Implement, configure, support, and maintain the Department's online software solutions, including but not limited to email, office productivity, and endpoint protection and management solutions.
- Administer and manage Azure AD/Entra enterprise applications. Collaborate with ITSD internal teams to provide integration with cloud services.
- Manage and administer M365 tenant services, including Exchange Online, OneDrive, Teams, and related services.
- Manage and perform global administrator role for Microsoft Intune. Collaborate with ITSD internal teams to establish and configure role base administration for end point device administration.
- Perform system and user account and authentication administration activities for the Department's online and enterprise identity management and authentication solutions using the principle of least privilege and role-based permission methodology.
- Plan, track, maintain, and execute infrastructure system and service patching processes and methodologies to ensure core business functions are delivered securely, reliably, and in a timely manner.
- Monitor and report on infrastructure and online systems performance to help identify and manage service outages and opportunities for capacity and performance and optimization.

Function #2: IT Support and Technical Guidance – 30%

- Troubleshoot, identify infrastructure issues, and develop resolutions in order to maintain appropriate service levels for the production computing environment and related network systems.
- Advise and provide guidance to management on proposed IT implementations that will have a major impact on infrastructure operations.
- Provide second and third level support for ITSD. Resolve seemingly unyielding problems as presented by or escalated by ITSD team members.
Advise management on tasks related to IT procurements including feasibility studies, justifications, purchasing and support documentation and property control documents.
- Review contracts and agreements for IT-related services and activities as needed.

- Maintain a mastery skill set in IT network technologies and keep up to date on evolving industry trends, practices, and standards.
- Provide technical counsel on programs and application deployment to the Application Development Support Services Section (ADSS).

Function #3: IT Leadership – 20%

- Demonstrate advanced stay on top of technology issues and introduce the most advanced, cutting-edge technologies to the department; make recommendations for enterprise technology advancements.
- Make critical decisions on the most complex infrastructure implementation projects.
- Responsible for validating concepts, establishing theories, and developing solutions in a test environment before deploying to the production environment.
- Responsible for escalating issues to high levels with outside agencies, vendors, and service providers in unique situations.
- Demonstrate a high level of presentation skills to all levels of audience.
- Define project scope, requirements, milestones, and deliverables for ongoing support and maintenance of newly implemented infrastructure systems.
- Prepare reviews and reports for management regarding plans for ongoing support and maintenance of infrastructure systems.

B. Non-Essential Functions:

Function #1 – Miscellaneous Duties – 5%

- Perform other job-related duties as requested by supervisor.

III. Work Environment

The duties of this position are primarily conducted indoors in an office environment. The incumbent will have a workstation with modular furniture, an adjustable rolling chair, a computer with various software programs, a telephone with voicemail, and stationary filing drawers and bins. The position requires the ability to sit for extended periods of time and operate a personal computer utilizing a mouse and keyboard.

The incumbent must be able to give presentations, participate in meetings, and interact with other staff. They must also be able to: push buttons on a keyboard, calculator, photocopy machine, facsimile machine, and telephone; grasp papers, small objects, and manuals; access upper and lower files and cabinets; and exert up to 25 lbs. of force occasionally and/or a negligible amount of force frequently in order to move or position objects.

Travel to various CDFA facilities and sites throughout the state as needed using various means of transportation systems; overnight stays, and weekend and off-shift work may be required.

Regular or recurring telework may occur as part of the incumbent's ongoing regular schedule in accordance with CDFA's Telework Policy.

IV. Employee's Statement

(Initial applicable statement)

_____ I have read and understand the duties and essential functions of the position. I understand Reasonable Accommodation¹ and how it applies to essential functions. I can perform the duties of this job without Reasonable Accommodation.

OR

_____ I have read and understand the duties and essential functions of the position. I understand Reasonable Accommodation¹ and how it applies to essential functions. I will need Reasonable Accommodation to perform one or more of the essential functions described in this duty statement.

Employee Signature² Date

Supervisor Signature Date

Print Name

Print Name

**CC: Employee
Supervisory Drop File
Official Personnel File**

¹ A reasonable accommodation is an adjustment or modification to a job or workplace that allows qualified employees or prospective employees to perform the essential functions of the job successfully.

² Duties of this position are subject to change and may be revised as needed or required. If/when duties change, you will be provided a revised duty statement to sign.