

JOB DESCRIPTION AND POSITION CLASSIFICATION

CLASSIFICATION Information Technology Specialist I		DWR POSITION NUMBER 0550-1402-003	SAP POSITION NUMBER 50002353	MCR 1
APPOINTEE Vacant		SAP PERSONNEL NO. TBD	DIVISION/SECTION DTS - IT Business Management	
COLLECTIVE BARGAINING IDENTIFIER Management Related BU: <input type="checkbox"/> Supervisory Related BU: <input type="checkbox"/> Confidential Related BU: <input checked="" type="checkbox"/> Rank and File BU: R01				
RESPONSIBILITIES EXERCISED <input type="checkbox"/> Supervisory <input type="checkbox"/> Lead Person		IMMEDIATE SUPERVISOR (Print) Helen Chau	SUPERVISOR'S CLASSIFICATION Information Technology Manager I	
APPROVED BY (Personnel Analyst's Name) Estevez Contreras			DATE 04/13/2026	
<i>Percent of Time</i>	<i>Activity</i>			
	<p>POSITION SUMMARY</p> <p>Under the general direction of the Information Technology Manager I of the IT Business Management (ITBM) unit, the Information Technology Specialist I provide support to both the Business Technology Management Administration (BTMA) section of the ITBM and the Agency IT Customer Services Office. The incumbent serves as a technology liaison providing guidance to the CNRA entities (departments, boards and commission) on technology shared services. The incumbent is responsible for conducting research and analysis; developing projections and recommendations; IT procurement and contract administration; preparing, monitoring, and maintaining the Division of Technology Services' IT budget; preparing IT cost reports; providing direction and guidance on IT Acquisition Plans; reviewing service performance and conducting compliance reviews; processing Interagency Agreements; and processing and managing billing details for cost recovery purposes. Incumbent must participate in strategic planning, comply with State procurement policies and standards established by controlled agencies, the Agency Information Officer, the Department of Water Resources (DWR) Chief Information Officer and the ITBM Manager.</p> <p>ESSENTIAL FUNCTIONS</p> <p>This position requires that the incumbent work cooperatively with others; maintain regular, predictable, and consistent attendance; exercise sound judgment with strong accuracy and attention to detail; and effectively analyze situations to identify solutions, take appropriate action, and make informed recommendations. The incumbent must provide excellent customer service to internal and external customers and complete assigned tasks and projects on time at a level consistent with the position's classification. The incumbent is responsible for adhering to and ensuring compliance with all State procurement policies, California Department of Technology (CDT) policies, and IT governance policies and standards established by the Agency Information Officer, the DWR Chief Information Officer, and the ITBM Manager, as well as professional ethical standards.</p> <p>The specific duties include, but are not limited to, the following:</p>			
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.				
SUPERVISOR'S NAME (Print) Helen Chau		SUPERVISOR'S SIGNATURE ➤		DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT.				
EMPLOYEE'S NAME (Print) Vacant		EMPLOYEE'S SIGNATURE ➤		DATE

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40%	<p>SPECIFIC DUTIES</p> <p>Develop and manage a large, complex Division of Technology Services (DTS) IT budget, including the analysis, monitoring, tracking, auditing, projecting, and reconciling operating and equipment expenditures. Utilize SAP-ERP and spreadsheets for budget development, reporting, and monthly expenditure reporting. Manage bond accountability funding and prepare expenditure projections. Monitor DTS IT spending to identify and forecast potential overages; prepare necessary IT budget adjustments. Conduct cost analyses, compliance reviews, research, and data collection; organize and evaluate IT budget information; and prepare recommendations for management on budget administration. Gather, produce and analyze complex data to develop reports related to IT contracts, IT procurements, budget administration, expenditure monitoring, and IT acquisition planning.</p>		
30%	<p>Provide guidance, answer questions and facilitate portal access as they relate to IT Acquisition Plans. Conduct IT Cost Report activities by gathering and compiling required data, performing research and analysis, running and validating reports, ensuring accuracy and completeness, and coordinating timely routing and submission to CDT. Review all new IT hardware and software requests to ensure they align with the approved DTS IT budget. Track and monitor IT consultant and maintenance contracts to ensure expenditures remain within contract limits. Review, research, analyze, audit, reconcile, and document CDT and telecommunications billing, and resolve any issues or discrepancies. Collaborate with DTS technical managers and programs areas to process billing chargebacks. Review, research, analyze, audit, survey, coordinate and process the disposal of IT assets in collaboration with Data Center Operations and the Division of Fiscal Services.</p>		
20%	<p>Serves as an IT Customer Relationship Liaison supporting the California Natural Resources Agency (CNRA), the IT Customer Relationship Liaison lead and CNRA entities (departments, conservancies, boards, commissions). Prepare and update Interagency Agreements (IAAs) for shared services between CNRA entities and DWR. Monitor and track all IAAs to ensure they remain within purchase authority limits and contract amounts, and that amendments and renewals are completed in a timely manner. Provide support in updating and maintaining the CNRA Technology Services Catalog and the Resources Agency Cost Recovery System (RACRS). Compile usage and capacity data, perform detailed projections and analysis, and develop shared services billing information to support accurate invoice generation, requiring strong attention to detail. Track and monitor IT consultant contract balances to ensure expenditures remain within contracted amount. Monitor, track and manage CNRA technology efforts and projects through work authorizations; identify and resolve issues; review service performance; and verify professional services invoices for accuracy in a timely manner to avoid delays and prompt payment penalties. Ensure work authorizations are amended when completion date must be extended or additional funds are required.</p>		
10%	<p>Perform other assigned duties that fall within the scope of this classification to support the ITBM team and CNRA team.</p>		

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	<p>SPECIAL REQUIREMENTS</p> <p>The incumbent shall maintain strict confidentiality regarding departmental data and systems, identity management, system accounts, and information security items for which the incumbent has access to via any assigned privilege accounts. These are accounts assigned to an employee that require privileges over-and-beyond the standard user production account (e.g. system administrator, applications administrator, and domain administrators). The incumbent must maintain strict confidentiality when participating in any e-discovery or forensics type of activities, or any other situations where discretion is required.</p> <p>All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination.</p> <p>The Department of Water Resources is committed to its mission and employees, and we are grounded in our commitment to public safety. Regular, consistent, and predictable attendance is essential to the successful performance in this position.</p> <p>KNOWLEDGE, SKILLS AND ABILITIES</p> <p>Possess experience and knowledge in the practices, principles, and methods of IT contract administration, IT budgeting, IT project management, IT operational service management, compliance reviews. Demonstrate knowledge and understanding of State Administrative Manual sections 4800 (Department of Technology), and the State Contracting Manual, Volume 1 (Interagency Agreements) and Volume 2.</p> <p>Incumbent must demonstrate knowledge, skills and abilities in the following areas:</p> <ol style="list-style-type: none"> 1) Knowledge of analytical and statistical methods and practices. 2) Basic understanding of information technology concepts and practices. 3) Strong verbal and written communication skills. 4) Effective interpersonal and problem-solving skills. 5) Ability to use Microsoft Office applications to prepare documents and materials, including spreadsheets. 6) Ability to analyze data, draw logical conclusions, and recommend appropriate actions. 7) Ability to accurately interpret and apply laws, policies and regulations. 8) Ability to conduct research to obtain required information. 9) Ability to present information clearly and effectively, both orally and in writing. 10) Ability to manage multiple priorities and meet short timelines when necessary. 11) Ability to develop and document processes and procedures. 12) Ability to develop and manage budgets. 13) Ability to perform audit and compliance reviews. 		