

**DUTY STATEMENT**

DGS OHR 907 (Rev. 7/2025)

 Current Proposed

RPA NUMBER <b>30265</b>	DGS DIVISION / OFFICE or CLIENT AGENCY <b>Enterprise Technology Solutions (ETS)</b>	
UNIT NAME <b>Customer Technology Services</b>	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) <b>402 West Broadway, Suite 600 San Diego, CA 92101</b>	
CIVIL SERVICE CLASSIFICATION <b>Information Technology Specialist I</b>	POSITION NUMBER <b>306-072-1402-051</b>	CBID <b>R01</b>
POSITION ELIGIBLE FOR TELEWORK: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	PROBATIONARY PERIOD <input type="checkbox"/> 6 Months <input checked="" type="checkbox"/> 12 Months <input type="checkbox"/> N/A	WORK WEEK GROUP <b>E</b>
WORK SCHEDULE (DAYS / HOURS) <b>Monday - Friday, 8:00 a.m. to 5:00 p.m.</b>	TENURE <b>Permanent</b>	
WORKING TITLE <b>Help Desk Specialist</b>	TIMEBASE <b>Full Time</b>	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	BILINGUAL POSITION: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No LANGUAGE NEEDED: <input type="checkbox"/> Verbal <input type="checkbox"/> Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

**CORE VALUES / MISSION**  Rank and File  Supervisor  Specialist  Office of Administrative Hearings  Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

**POSITION CONCEPT**

Under direction of the Information Technology Supervisor II, the IT Specialist I in the Department of General Services, Enterprise Technology Solutions within the Client Services domain acts as a technical support for hardware and software on multiple technology platforms, serving as the technical specialist performing a variety of complex analytical studies, including problem solving, incident management, request fulfillment, researching solutions and additional activities for the support of the Department of General Services' (DGS) Offices and Divisions in the Greater Sacramento and West Sacramento area.

- Medical Clearance  Background Clearance  Typing  DMV Pull Notice  Drug Testing
- Vehicle Home Storage Permit  Driver's License and Class (specify below in Description)  Certificate (specify below in Description)
- Professional License (specify below in Description)  Other (specify below in Description)

**SPECIAL REQUIREMENTS****Telework**

The employee must reside in California.

**ESSENTIAL FUNCTIONS**

PERCENTAGE	DESCRIPTION
25%	Diagnoses and resolves the most critical IT incidents and problems by analyzing and investigating hardware/software issues, performing root cause analysis of malfunctions or outages, and preparing written recommendations to ETS management in order to provide excellent IT customer service, to ensure continued and uninterrupted business operations, while meeting ETS' strategic goals and objectives utilizing ServiceNow and Remote Access Tools.

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25%	Completes and accommodates the critical IT Service Request by evaluating the details of the request, and scheduling appointments, in order to perform the necessary actions to ensure the IT Service level agreements are met by the requested due date provided utilizing the ServiceNow Portal.
15%	Leads IT project activities, tracks projects progress and provide weekly status reporting in order to determine if corrective actions are needed to address deviations and deliver the project on-time by utilizing internal Project Lite tools, to ensure requirements are met on time.
10%	Evaluates and assigns incidents and requests by disseminating tickets in order to allocate proper resources to ETS's service tickets to ensure all communications are documented in a timely manner utilizing ServiceNow Dashboards and Reports.
10%	Develops and establishes process improvements by researching and creating knowledge articles and guidelines in order to document complex IT processes and common fixes, and make recommendations to management on business process improvement projects, to ensure efficiency and consistency department-wide utilizing the knowledge base in ServiceNow.
10%	Develops, implements, and maintains an inventory of DGS hardware assets for multiple DGS Programs, utilizing Excel, Share-point, and the ServiceNow Asset Management System, tagging and tracking ETS assets in order to account for all of DGS assets for business partners and to ensure asset management tracking is in compliance with State policies and guidelines.

**MARGINAL FUNCTIONS**

PERCENTAGE	DESCRIPTION
5%	Collaborates with other ETS units in order to support IT Special Projects relating to Desktop and Software deployment to ensure project time-lines are met.

**WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS** Travel (Specify the percentage in the travel box below)Travel 10 % of the time to various locations and may include overnight travel by various methods of transportation.

Busy professional open space office environment requiring effective handling of multiple deadlines and sensitive issues.

Ability to use a computer, headset continuously throughout the day.

Respond to telephone calls, email and in-person requests for technical support.

Off-site travel to DGS business partners, including but not limited to, traveling to remote sites in California.

Ability to lift and carry up to 50 pounds and push or pull 350 pounds.

**DESIRABLE QUALIFICATIONS**

CompTIA A+

CompTIA Network+

Microsoft Certified: Azure Fundamentals

Basic Knowledge of:

1. Operating System (Windows, macOS, Linux)

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2. Networking fundamentals (TCP/IP, DNS, DHCP)
3. Hardware troubleshooting and configuration
4. Software installation and configuration
5. Help Desk ticketing system (ServiceNow)
6. Active Directory
7. Remote Desktop tools
8. Cybersecurity best practices
9. Strong communication and customer service skills
10. Ability to work independently and in a team
11. Time Management and organizational skills
12. Patience and professionalism under pressure

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

*I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at [reasonableaccommodation@dgs.ca.gov](mailto:reasonableaccommodation@dgs.ca.gov))*

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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*I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.*

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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C & P APPROVED BY	DATE SIGNED
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