

DUTY STATEMENT



CURRENT
 PROPOSED

CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		WORKING TITLE Administration and Software management		
PROGRAM NAME Office of Information Services		UNIT NAME Operation Unit		
ASSIGNED SPECIFIC LOCATION 2180, Harvard St., Sacramento CA 95815			POSITION NUMBER 400 –175-1402-xxx	
BARGAINING UNIT R01	WORK WEEK GROUP E	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the direction of the Information Technology Supervisor II at the Department of Industrial Relations (DIR) in the Office of Information Services (OIS), the Information Technology Specialist I (ITS I) performs variety of complex tasks to ensure the operational continuity of the OIS Office.

The incumbent serves as the primary liaison for facility management, fiscal coordination, and administrative auditing. This role is critical in bridging the gap between IT operations, facility logistics, and departmental budget management.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
35%	<p>Fiscal Management & Budget Oversight</p> <p>Invoice Processing & Procurement Validation: Perform complex, multi-layered invoice approval audits for departmental IT hardware, software, and service contracts. Meticulously verify that deliverables and services rendered align with contract terms, Purchase Orders (PO). Coordinate directly with the Fiscal Branch to facilitate timely payments, ensuring all transactions comply with the State Administrative Manual (SAM) and departmental prompt-payment policies.</p> <p>Accounting Coding & Expenditure Control: Manage and oversee the IT cost-allocation process in coordination with the Accounting team. Review and process claim adjustments and ensure all IT-related expenditures are accurately mapped to the correct reporting structures, funding sources, and General Ledger (GL) codes. Utilize the Financial Information System for California (FI\$Cal) or internal tracking systems to maintain absolute fiscal accountability for a diverse portfolio of IT assets.</p> <p>Budget Reporting & Strategic Financial Analysis: Continuously monitor the IT Operations administrative budget, tracking encumbrances and projected vs. actual expenditures. Develop and present comprehensive financial status reports, "spend plans," and fiscal forecasts to the Chief Information Officer (CIO) and executive leadership. Identify potential budget variances and provide data-driven</p>



	<p>recommendations to ensure IT initiatives remain within authorized fiscal limits.</p> <p>Vendor Liaison & Contractual Compliance: Act as the primary point of contact for IT vendors to resolve complex billing discrepancies, credit reconciliations, and payment disputes. Monitor vendor performance against contractual obligations to ensure the Department receives the full value of its investments. Collaborate with the Procurement office to manage contract renewals, modifications, and the decommissioning of underutilized services to optimize departmental spend.</p>
<p>30%</p>	<p>Facility Coordination & Office Operations</p> <p>Strategic Space Planning & Movement: Lead the architectural planning and execution of office relocations and internal staff movements. Collaborate with the Departmental Facilities Branch to design and optimize employee seating arrangements for the IT Division, ensuring floor plans support team synergy, equipment requirements, and state ergonomic standards.</p> <p>Security & Access Control Administration: In partnership with the Departmental Facilities team, serve as the primary administrator for physical security protocols. Manage the distribution and tracking of physical keys and electronic badge access for IT-controlled areas. Maintain rigorous oversight of access logs and specialized IT stockrooms to protect high-value assets and ensure audit compliance.</p> <p>Regional Environment Management: Serve as the designated Facility Coordinator for the Oakland and Sacramento headquarters. Proactively identify and manage facility needs by coordinating with property management for painting, cleaning, climate control, and general maintenance. Ensure the physical work environment meets safety standards and supports the operational needs of the 50+ statewide office network.</p> <p>Logistics & Collaborative Technology Support: Oversee the logistical readiness of conference and training rooms. Provide expert technical setup and troubleshooting for audiovisual and teleconferencing equipment to ensure seamless meeting operations. Manage room booking systems and coordinate physical layout changes for large-scale departmental briefings.</p> <p>Emergency Response & Safety Leadership: Act as the onsite Lead for emergency coordination and safety protocols. Develop and maintain evacuation plans, coordinate with first responders during drills or active incidents, and ensure the IT division is in full compliance with Occupational Safety and Health (Cal/OSHA) standards.</p>
<p>15%</p>	<p>Audit, Compliance & Asset Management</p> <p>Internal Audits: Conduct periodic audits of staff Telework Status to ensure compliance with departmental policies.</p> <p>External Audits: Coordinate and track external Audit, and plan to mitigate findings</p>



	<p>Remediation: Coordinate and manage responses to IT Audit findings, ensuring that deficiencies are addressed and documented.</p> <p>Asset Tracking: Ensure all localized office equipment and inventory are properly recorded in the Central Asset Management System.</p>
15%	<p>Procurement & Operational Support</p> <p>Procurement Coordination & Asset Acquisition: Act as the primary liaison between IT Operations and the departmental purchasing unit to facilitate the end-to-end procurement of IT hardware and peripherals. Analyze daily support trends to forecast inventory needs, ensuring the continuous availability of critical equipment. Verify that all acquisitions align with departmental technical standards and fiscal authorizations before final processing.</p> <p>Strategic Deployment & Large-Scale Rollouts: Lead the logistical execution of enterprise-wide equipment deployments and hardware refresh cycles (e.g., laptop and workstation refreshes). Coordinate the staging, tagging, and distribution of assets for Oakland and Sacramento-based staff, ensuring zero-day productivity for new hires and seamless transitions during large-scale technology upgrades.</p> <p>Lifecycle Asset Management: Maintain accurate tracking of hardware from acquisition to decommissioning. Ensure all new equipment is properly entered into the Asset Management System and coordinate the secure sanitization and surplus of legacy hardware in compliance with state data security policies.</p> <p>Multidisciplinary Operational Support: Provide high-level administrative and logistical coordination across various IT Operations units (e.g., Network, Server, and Telecom teams). Facilitate the movement of specialized technical equipment for infrastructure projects and provide the organizational support necessary to meet division-wide project deadlines and service level agreements (SLAs).</p>
Percentage of Time Spent	Marginal Job Functions
5%	Performs other job-related duties as assigned to ensure operational continuity and support departmental objectives.

Conduct, Attendance, and Performance Expectations

This position requires the IT Specialist I to maintain acceptable, consistent and regular attendance at such level as is determined at the department's sole discretion; Must be regularly available and willing to work the hours the department determines necessary or desirable to meet its business needs.

The IT Specialist I effectively communicates appropriately when dealing with the public and/or other employees of the department; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.



Supervision Received

The IT Specialist I reports directly to and receives the majority of assignments from IT Supervisor II; however, direction and assignments may also come from IT Manager I, Assistant Chief Information Officer and Chief Information Officer (CIO).

Supervision Exercised

N/A

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The office is in a high rise building with elevators. The incumbent will work in a temperature-controlled office environment with an assigned cubicle. Access to the department suite will require a special badge. DIR is currently in a hybrid telework schedule and Incumbent will be required to work on site two days a week.

Special Requirements/Other Information

DIR does not participate in E-Verify.

Physical Abilities

The incumbent is regularly required to be in a stationary position and communicate; frequently required to operate a computer, handle, move, retrieve, or transport up to 20 pounds of computer equipment.

Additional Requirements/Expectations

N/A

Personal Contacts

Outside vendors such as CGEN provider, VoIP provider, network equipment/software provider, security equipment/software provider.

Division management, OIS programmers, developers, project management and ISO.
State's Data Center TMS contacts.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

DUTY STATEMENT



Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

J.W.

C&S Analyst Initials

5/6/2026

Approval Date