

## Duty Statement

<b>Organization</b>	<b>Name</b>
CalEPA	---
<b>Position Number</b>	<b>Effective Date</b>
812-010-1402-946	07/01/2026 (Limited-term)
<b>Classification Title</b>	<b>Working Title</b>
Information Technology Specialist I	Service Desk Support Specialist
<b>CBID</b>	<b>Supervisor</b>
R01	Jennifer Elliott

### Position Description

Under the direction of the Agency Information Security Officer (Agency ISO) of the California Environmental Protection Agency (CalEPA), the Information Technology Specialist I (IT Spec I) serves as a high-level technical expert on resolving complex information technology (IT) problems on the Service Desk team. The position requires independent end-to-end problem analysis, including advanced diagnostics across CalEPA's cloud, servers, tools, operating systems, and desktop environment to identify root causes to system problems and end-user issues. Performing the most complex IT support functions, the incumbent establishes reasoning and required actions, sets priorities, and solves problems independently but within a clear accountability framework in keeping management, team members, and/or stakeholders informed of status.

The IT Spec I is responsible for advising all levels of CalEPA staff, including executive management, on the planning, development, implementation, and coordination of IT projects and issues. This includes short-term and long-term maintenance efforts, operations improvements, and support of all CalEPA cloud environments, servers, desktops, laptops, and mobile devices. The IT Spec I is required to prepare and transmit communications regarding important and critical technical change plans for upgrades, maintenance, outages, deployments efforts, etc. This independent planning and scheduling responsibilities will cover all customer delivery processes and server environments for CalEPA, Office of the Secretary. This includes making IT solutions recommendations that have significant cost implications and end-user changes. All duties are performed within the framework of the CalEPA's Mission and Vision statements and following the CalEPA Policies and Procedures.

The incumbent performs a variety of technical duties in support of the Office of the Secretary's complex information technology systems. The position requires knowledge of, and skill in, the use of Microsoft Office administrative tools and software. The incumbent must demonstrate excellent customer service skills, be able to work collaboratively in a team environment, and is able to quickly adjust priorities in response to changing business needs.

Delayed or incomplete Service Desk support may cause user confusion, generate additional follow-up work, lead to complaints, and reduce overall team productivity. The impact of such deficiencies is moderate and may negatively affect both internal and external customers.

Inaccurate Service Desk support may require other Information Technology staff to be reassigned from their assignments to resolve issues, resulting in increased time and cost. The impact of these errors is moderate.

Poorly developed or inaccurate help and tutorials may create significant customer confusion and contribute to delays or disruptions in business operations. The impact is high and may adversely affect CalEPA's reputation.

## **Position Category**

This position is designated as telework eligible. In-person attendance and occasional travel may be required based on the needs of the office. The positions incumbent can telework with a management approved telework agreement and schedule. Satisfactory job performance is required to maintain a teleworking agreement.

## **Essential Functions**

### 40% Service Desk Support

Responsible for providing first-level technical assistance and support related to IT service requests, including, but not limited to, hardware, software, network issues, etc., and escalated trouble ticket requests for Office of the Secretary end users. Primary responsibilities include: monitor and respond quickly and effectively to service requests via phone, email, or ticketing system; trouble shoot and resolve technical issues related, but not limited, to computers, printers, mobile phones, software applications, and network connectivity; resolve high/moderate/low priority service requests in accordance to Service Level Agreement (SLA), document all work performed on a request, support interactions, and solutions in the ServiceNow tracking system; monitor system alerts and proactively addressing potential issues; plan, coordinate, and oversee the deployment of computers and other devices. Perform device imaging, provisioning, and configurations.

### 25% Microsoft O365 Administration

Second level technical support requires independent end-to-end problem analysis using Microsoft O365 and advanced diagnostics methods within CalEPA's cloud, servers, tools operating systems and desktop environment to identify root cause to performance problems and end-user issues. Duties include: diagnose recurring or complex user issues or error beyond simple reinstallation or rebooting, repair or reimage devices when standard software fixes fail, analyze processes, events, and system traces to find root causes, resolve escalated account/permission issues that require changes in Active Directory. Process account provisioning, deprovisioning, password resets, and account unlock in Active Directory and Entra ID. Assist with multi-factor enrollment and other troubleshooting.

Serves as technical expert for the Microsoft O365 administration team that provides a comprehensive cloud-based productivity suite. O365 performance is critical to all staff within the Office of the Secretary and is foundational to the success of the staff on a daily basis. Unavailability of O365 will result in a loss of productivity and revenue. Duties include: develop strategies for O365 implementations; architect the infrastructure required to support those

strategies; lead, coordinate and participate in key process improvements as they relate to the O365 environment; develop documentation and lead incident and problem resolution activities; oversee the O365 deployment of software and allocation

20% Asset Management of Physical IT Inventory

Plan and coordinate the regular replacement or upgrade of technology assets (e.g., laptops, desktops, network equipment, mobile/peripheral devices, and IT consumable supplies) to ensure adequate in-stock levels and equipment remains secure, reliable, and vendor-supported. This includes surveying and managing surplus property and equipment for the OOS, performing careful physical inspections, cataloging assets, and assessing device condition and estimated value to support proper disposal or reallocation. Responsibilities include creating and maintaining inventories; documenting equipment details (make, model, serial number, etc.); verifying functionality; keeping complete records in accordance with state policies and procedures for surplus property; and coordinating logistics for storage, transfer, sale, or disposal.

Responsible for learning and consistently following internal procurement processes and required approvals when acquiring, replacing, or disposing of technology assets and related equipment. This includes reviewing IT asset-related invoices (hardware, software, maintenance/support renewals, telecom services, warranties, and repairs) for accuracy and completeness against purchase documents and receiving/asset records (e.g., PO, quote, contract, packing slip, asset tag/serial numbers).

10% Video Collaboration Services Team

Provides video conferencing support for public and internal staff meetings. Duties include: collaborate with a team to schedule video conference; test videoconference equipment prior to meetings; provide videoconference technical support to EPA staff; troubleshoot the most complex problems related to videoconference equipment.

### **Marginal Functions**

5% Administrative Duties

Performs other duties as assigned, including, but not limited to: provides support to the other areas of IT; adheres to Agency policies, rules, and procedures; submits administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately reports time in the Daily Log system and submits time sheets by the due date.

***\*These are the essential functions for this position. Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of a reasonable accommodation.***

### **Employee/Supervisor Statement**

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation.

Employee

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

Supervisor

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_