

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

 Current Proposed

RPA NUMBER 30622	DGS DIVISION / OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME Customer Technology Services	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 3rd Street, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION Information Technology Specialist I	POSITION NUMBER 306-072-1402-076	CBID R01
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 E
WORK SCHEDULE (DAYS / HOURS) Monday - Friday, 7:00 am to 5:00 pm	TENURE Permanent	
WORKING TITLE Help Desk Specialist	TIMEBASE Full Time	
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.

SPECIAL REQUIREMENTS 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)

Telework

The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
30%	Leads IT project activities, tracks projects' progress and provides weekly status reporting 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.
20%	Develops and establishes process improvements by researching and creating knowledge articles and guidelines to document complex IT processes and common fixes, and makes recommendations to management on business process improvement projects, in order to increase efficiency and consistency department-wide utilizing the knowledge base in ServiceNow.

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PERCENTAGE	DESCRIPTION
20%	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.
15%	Completes the 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.
10%	Diagnoses and resolves the most complex 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, and to ensure continued and uninterrupted business operations, while meeting ETS' strategic goals and objectives utilizing ServiceNow and Remote Access Tools.

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 2 % of the time to various locations and may include overnight travel by various methods of transportation.

Will be required to report to the office as needed/required.

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.

DESIRABLE QUALIFICATIONS

- Experience participating and or leading IT projects or initiatives.
- Ability to coach and train others.
- Experience facilitating collaboration sessions among various stakeholder groups and driving outcomes.
- Experience with the Microsoft Office Suite, including Word, Excel, PowerPoint, Project, and Visio.
- Experience preparing and producing clear and concise documentation (e.g. knowledge base articles, business processes, information security policies, processes and procedures, etc.)
- Ability to communicate effectively in a clear and concise manner.
- Ability to meet business needs through innovative solutions and demonstrate a service-oriented, customer relations-sensitive attitude.
- Ability to establish and maintain cooperative working relationships with all levels of staff and management; communicate effectively with peers, other technical teams, executives, external partners, vendors, and other stakeholders.
- Ability to manage multiple high priority initiatives in a fast-paced achievement-oriented environment and work

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under pressure to meet deadlines.

- Ability to maintain confidentiality of sensitive tasks, assignments, and information.
- Display enthusiasm for continuous learning.
- Demonstrate keen attention to detail.

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)

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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