

POSITION DUTY STATEMENT

WORKING TITLE OF POSITION IT Infrastructure and Operations Supervisor	REPORTING UNIT NUMBER 2240	
DIVISION/BRANCH OR CENTER Information Systems and Services	LOCATION Sacramento	
CLASS TITLE Information Technology Supervisor I	POSITION # 533-240-1403-001	EFFECTIVE DATE April 1, 2026

Supervision Exercised

NUMBER	DIRECT SUPERVISION CLASSIFICATION	NUMBER	INDIRECT SUPERVISION CLASSIFICATION
1	Information Technology Specialist I		
4	Information Technology Associate		
1	Intern/Student Assistant		

Effective on the date indicated, the employee performs the following duties and responsibilities assigned to the position above.

Under the general direction of the Infrastructure and Operations Manager (Information Technology Manager I), the Information Technology Supervisor II acts as the CCC IT Help Desk supervisor with responsibilities that include the planning, organizing and directing of all Help Desk activities, as well as act as a lead for help desk technologies. The incumbent and their team is responsible for the implementation, maintenance, and support of the department's desktops, laptops, and mobile devices. Incumbent will also supervise and lead the first and second level service desk staff, and any associated technology management. Travel may be required.

The duties for this position are focused in the Client Services domain, however, work may be assigned in other domains as needed, such as Information Security, System Engineering, as well as Software Engineering. System Engineering responsibilities include operation and maintenance of network, server, storage, operating system, database, hardware, and software systems.

**Relative Time
Required**
20%

Help Desk Operations Support

Manages and provides operational direction to the Help Desk Unit. Provides guidance as needed on first and second-level IT problem resolution and ongoing maintenance of Help Desk Knowledge base documentation. Tracks statistics on issue and problem resolution, monitors performance trends and improves customer satisfaction levels using effective methodologies. Ensures that goals/productivity levels are met, including Service Level Agreement (SLA) reporting and negotiations to enhance value to CCC Center/Program units. Acts as an escalation point for critical incidents. Mentors and develops staff. Ensures that ISS is represented at the highest level of professionalism when communicating with users/clients.

20%

Desktop Support and Endpoint Management

Oversees the installation, configuration, and lifecycle management of end-user computing devices, including desktops, laptops, and peripherals, ensuring compliance with enterprise standards. Manages deployment of system and application software through automated imaging and configuration tools, and coordinates OS and application updates to maintain security and functionality. Supervises troubleshooting and root cause analysis as needed for hardware and software issues, escalating complex problems and coordinating vendor maintenance or warranty repairs as needed. Ensures accurate documentation of inventory,

asset tracking, software licensing, and equipment disposition in accordance with organizational policies. Provides technical oversight for software deployments, including productivity suites, security applications, and endpoint management agents, and validates successful implementation through monitoring and reporting. Develops and enforces procedures for hardware upgrades, software patching, and endpoint security to align with organizational compliance and performance objectives.

20%

Supervision of Staff and Direction of Workload

Organizes, prioritizes, coordinates, and administers the day-to-day activities and workload of the IT Help Desk staff using appropriate supervisory measures and departmental standards and guidelines. Provides leadership and direction to staff as needed. This includes planning, directing and coordinating staff activities, using appropriate supervisory measures and departmental standards and guidelines. Defines responsibilities and assignments and ensures staff accountability. Responsible for recruiting, interviewing and hiring of Section staff. Manages the unit's administrative processes including tracking and authorizing vacation, sick leave,

overtime, training, and travel. Performs personnel administrative duties including preparation of probation reports, duty statements and various other administrative reports. Conducts annual employee performance reviews including the completion and monitoring of Performance Appraisals (PAs) and Individual Development Plans (IDPs) to ensure good feedback and communication with staff regarding their performance and achievement. Responsible for progressive discipline in accordance with departmental standards. Ensures standard operating procedures are developed, maintained, and followed by staff.

Motivates, mentors, and leads the IT Help Desk team to achieve high productivity, high quality, and develop effective infrastructure solutions. Reviews and approves monthly timesheets for state staff. Determines staff training needs and create training plans for management review.

15%

Mobile Device Lead

Act as lead technician in charge of overseeing the deployment, configuration, and management of the department's mobile devices, including iPhones and iPads, using Microsoft Intune as the Mobile Device Management (MDM) platform. Responsibilities include administering Intune to enforce security policies and application deployment; configuring device profiles and certificate enrollment processes; monitoring device inventory and compliance through reporting tools; coordinating updates and OS upgrades; troubleshooting device and connectivity issues; managing integration with enterprise systems such as email and productivity applications; and developing and maintaining documentation for mobile device policies, procedures, and user guidelines.

10%

AD/M365 Support and Escalation Liason

Provide second- and third-tier technical support for escalated help desk issues. Serve as the primary escalation point for account-related changes in Active Directory and Microsoft 365, including user provisioning, security and distribution group updates, and shared mailbox administration. Ensure that complex or higher-impact requests are triaged appropriately and act as a buffer between the help desk and system administrators by resolving routine directory and M365 tasks before escalation. Collaborate with IT staff to maintain consistent standards and ensure timely, accurate completion of account-management activities.

10%

End User Device Patch Management

Administer Windows 11 patch management using a combination of Tanium and Microsoft

Intune, including creation and maintenance of patch baselines and deployment rings. Configure Intune Update rings and Tanium patch deployments prioritizing CVE severity, KB mappings, and vendor advisories; validates compatibility via package testing/user acceptance testing. Monitor compliance, install success rates, and failures across both platforms. Coordinate installs with ISS teams to verify deployment schedule conflicts.

5%

Promote Diversity, Equity, and Inclusion

Participate in professional development trainings, as well as tasks, trainings and activities that support programmatic and workplace diversity, equity, and inclusion.

Employee Printed Name: _____ Date: _____

Employee Signature: _____

Supervisor Printed Name: _____ Date: _____

Supervisor Signature: _____

CALIFORNIA CONSERVATION CORPS

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Relative Time Required

40%

Help Desk Operations Staff Supervision

Manages and oversees the daily operations and workload of the IT Help Desk, ensuring adherence to departmental standards and guidelines. Provides leadership through planning, prioritizing, and coordinating help desk staff activities, defining roles and responsibilities. Maintains staff productivity levels, including Service Level Agreements (SLA) and monitoring trouble tickets. Serves as the escalation point for critical and sensitive incidents. Responsible for recruiting, hiring, and onboarding staff. Administers staff processes such as timesheets, training, and travel, and prepares probation reports, duty statements, and other administrative documentation. Conducts annual performance reviews, including Performance Appraisals (PAs) and Individual Development Plans (IDPs). Ensures standard operating procedures are developed, maintained, and followed. Motivates and mentors staff to achieve high productivity and maintain excellent customer service.

20%

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