

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

INFORMATON TECHNOLOGY SPECIALIST I (ITS I)

POSITION NUMBER:

761-1402-005

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

ISD/OPERATIONS AND MANAGEMENT BRANCH

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

CUSTOMER SUPPORT, Service Desk/Telecom Support

SUPERVISOR'S NAME:

Sara Gutierrez

SUPERVISOR'S CLASS:

Information Technology Supervisor II (ITS II)

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

The incumbent must be able to lift and carry IT equipment which can weigh up to 35 lbs.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- None                       Supervisor                       Lead Person                       Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

Leads the Telecommunications Section within the Operations Management Branch of 1 IT Specialist I, 4 Information Technology Associates, and 2 IT technicians

MISSION OF ORGANIZATIONAL UNIT:

ISD's mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units.

ISD accomplishes this by:

- effectively managing information systems and equipment;
- planning, communicating and implementing responsible information technology policies and solutions; and,
- sharing and transferring information technology knowledge and tools.

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**CONCEPT OF POSITION:**

Under the direction of the Section Information Technology Specialist II Supervisor (IT Sup II), the Information Technology Specialist I (ITS I) is responsible for the maintenance and monitoring of the Department's telecommunication systems. The ITS I provides planning, project management oversight, resource management, and technical direction. The ITS I works closely with other departmental divisions to support their most complex/high level IT telecommunication needs. The primary duties of the ITS I lie within the Telecommunications - Client Services Domain.

**A. RESPONSIBILITIES OF POSITION:**

45% Responsible for designing, recommending, implementing, managing, assisting, troubleshooting and securing the Virtual Contact Center (VCC), Mobile Device Management (MDM), Voice-Over-IP (VoIP), tele-conferencing, Teams Calling and mobile devices. The Information Technology Specialist I oversees, recommends, tests, configures and implements new and upgraded telecommunications equipment. Provides second level support to the telecommunication team and ensures all telecommunication systems adhere to industry standards; such as National Institute of Standards and Technology (NIST) and Federal Information Processing Standards (FIPs), and departmental practices and procedures including change management and incident management using the Information Technology Infrastructure Library (ITIL) standards. Resolves complex telecommunication issues and performs root cause analysis as requested. Reviews and implements telecommunication change requests for departmental and inter-departmental systems, log requests, test modifications and monitors for both expected and unexpected consequences.

35% Assigns and monitors ticket assignments and coordinates the resolution within the Information Systems Division (ISD). Provides recommended and/or performs remediation to the issues discovered via logs or monitoring tools and escalates as necessary to the supervisor and/or vendor(s). Logs all reported incidents, issues, work activities, problems in the call tracking system in coordination with the Service Desk. Create procedures on troubleshooting steps and solutions for problems and provide training to others. Attends and participates in the Daily Stand Up Meetings, Change Advisory Board (CAB) and other ITIL meetings as needed. Performs and manages monthly and/or quarterly Telecom assessments of all DSS locations including on-premise, tenant managed and cloud environments.

15% Works and interacts closely with the California Department of Technology (CDT) and other California State Departments, California Counties, Federal government agencies, vendors and DSS clients on projects and troubleshooting issues. Monitors security advisories and alerts that are prevalent in the industry and provide recommendations and remediate as necessary. Participates in the design, implementation, support of scheduled/non-scheduled testing of the DSS Technology Recovery Plan that encompasses all DSS telecommunication environments. Study, learn, and implement future technology changes and best practices as the department IT infrastructure continues to evolve. Attend job related trainings to remain current on trends and changes in the IT field to serve customer base.

5% Perform other job-related duties as assigned by management, including but not limited to, providing support to other Department IT management and staff, and acting as Department liaison attending recurring meetings.

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B. SUPERVISION RECEIVED:

The Information Technology Specialist I (ITS I) receives direction from the Information Technology Supervisor II (ITSup II), who will ensure the ITS I is aware of the Bureau, Branch, Division and Department goals and policies to support them through project activities and management actions.

C. ADMINISTRATIVE RESPONSIBILITY:

Reinforces with subordinate staff the Bureau, Branch, Division and Departmental goals and established policies and procedures to support them through work assignments. Creates, reviews and recommends effective policies and procedures for IT and telecom support, procurement, deployment and usage. The ITS I works closely with the Program management staff and provides technical assistance on Division-specific applications, and helps to maintain the Division Operational Recovery Plan, Business Continuity and Contingency Plan, and the Agency Information Management Strategy (AIMS) report. The ITS I reviews and recommends approval for all hardware and software purchase requests; oversees inventory maintenance; the periodic refresh of hardware and software; and ensures the divisions are in compliance with all IT policies. Reporting on work activities through the Call Tracking System and VCC System.

D. PERSONAL CONTACTS:

The ITS I has frequent contact with CDSS executives, Program management and rank and file staff. The ITS I may also work with other State departments, Counties, and various vendors and consultants.

E. ACTIONS AND CONSEQUENCES:

The ITS I follows established policies and procedures to support subordinate staff through their work assignments, and ensures that incidents are resolved in a timely manner to minimize downtime. The ITS I exercises judgment regarding the maintenance and operation of CDSS IT services, operational procedures, and in communications with other Department and County representatives regarding project requirements, direction, and objectives. Lack of judgment in these areas, or deviation from policies and procedures, can result in loss of access to IT services and other critical IT infrastructure, loss of funding, and legal, fiscal, or regulatory disputes with the Counties or other public agencies. The ITS I also must ensure that CDSS is in compliance with applicable IT policies. Failure to enforce these policies can result in the CDSS paying penalties and other costs involved in mismanagement of CDSS IT and telecom hardware and software.

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. This position is subject to fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

This is a hands-on lead position where the ITS I is expected to work alongside staff providing IT and telecom support. The incumbent must possess strong leadership, interpersonal, communication and analytical skills, and must be highly motivated. An established history performing IT technical support work, familiarity with ITIL and project management principles, and the ability to positively work with all levels of staff are desirable qualities. The incumbent must undergo a fingerprinting and background process to obtain state and federal clearance, and must maintain confidentiality on all information gained during their employment with the Department. Some travel is required to manage remotely located staff and perform support duties in CDSS regional offices.