

CALIFORNIA COASTAL COMMISSION

455 MARKET STREET, SUITE 300
SAN FRANCISCO, CA 94105
VOICE (415) 904-5200



**CALIFORNIA COASTAL COMMISSION
DUTY STATEMENT
INFORMATION TECHNOLOGY TECHNICIAN**

EMPLOYEE NAME: **TBD**

WORKING TITLE: Information Technology Technician

WORK UNIT/DIVISION: Information Systems Unit (ISU)

LOCATION: San Francisco

DATE OF APPOINTMENT: **TBD**

CBID: R01

TENURE/TIMEBASE: **Limited-Term (12 Months)**

POSITION SUMMARY

Under close supervision, incumbents typically perform routine support tasks within a limited scope, typically involving one unit, function, or process, following well-defined procedures in the Business Technology Management, Client Services, or System Engineering domains.

Incumbents may install or repair hardware or peripheral equipment; install or update software and operating systems, manage user accounts and technology inventory; resolve client incidents or requests; ensure software/hardware compliance with security policies; create, test, maintain, and deploy desktop products; configure and/or modify software programs; perform data import and export activities; monitor information technology systems to ensure integrity and tune the system to meet performance requirements; troubleshoot routine issues; and other related activities. Incumbent reports to the Director of IT.

ESSENTIAL FUNCTIONS

30% Provide first-level information technology support on the ISU Help Desk for all aspects of IT computing hardware, network, and software operations for Commission staff, including, but not limited to, laptops, desktops, peripheral equipment, network connectivity, video conferencing, access to Commission resources (on-prem and cloud), Entra ID, productivity software applications (Microsoft 365, SharePoint, OneDrive, Adobe, Zoom), Intune, Defender for Endpoint security suite and other cloud-based platforms. Assist to formulate and maintain ISU Help Desk procedures, policies, and

standards. Respond to staff requests for IT assistance by phone and email, or IT escalation requests by manager. Communicate request status updates to all parties.

- 20% Provision and prepare IT equipment for Commission staff. Coordinate the transport of IT assets to Commission district offices throughout the state. Configure and physical setup of user laptop workstations (laptop and docking stations), monitors, and peripherals. Maintain stock inventory of IT assets. Prepare assets for recycling/destruction of items when end-of-life, outdated or considered obsolete. Update IT databases and inventory documents.
- 15% Convert paper-based reports and documents as it relates to Records Management into digital format for inclusion into the Commission's data systems and digital library.
- 15% Assist CDMS Administrator with data entry in CDMS (Accela) online portal by adding historical records and documents (paper and digital), data cleanup and conversion.
- 10% Assist senior web developer in maintaining webpages using HTML and CSS for our primary public-facing website. Assist with cleanup of orphaned webpages and outdated content.
- 5% Participates in tasks, trainings, outreach, and other activities that support implementation of the agency's Justice, Equity, Diversity, and Inclusion (JEDI) plan, which aims to create an inclusive workplace that allows staff from diverse backgrounds to thrive and improves agency outreach and public engagement. For example, this may include attending quarterly JEDI calls, sitting on interview panels, contributing to or attending staff trainings on JEDI issues such as on implicit bias, presenting at outreach events at locations with greater diversity, and providing input on hiring practices.

MARGINAL FUNCTIONS

- 5% Other duties as assigned by Director of IT.

SUPERVISION EXERCISED OVER OTHERS

Does not supervise; however, may provide direction and training to staff and users.

KNOWLEDGE, SKILLS & ABILITIES

Knowledge of: Information technology systems and their use including, but not limited to, procedures, controls, and documentation.

Ability to: Analyze and take effective action; perform arithmetical computations; communicate effectively; work cooperatively with others and gain their respect and confidence; follow instructions.

Special Personal Characteristics: Willingness to work unusual shifts including evenings, nights, and weekends.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Ability to use a computer up to 8 hours a day.

Able to interact with staff needing IT assistance by communicating over the phone, by email and in-person.

Ability to lift up to 25 pounds.

WORK ENVIRONMENT

Prolonged periods of sitting. Sit/Stand desks are provided for in-office use.

Work in a high-rise building, with LED lighting, in downtown San Francisco. No parking available.

Monday through Friday, during typical business hours. Actual work hours will be determined upon hiring.

The Commission supports a hybrid workplace model with office-based and remote-centered workers. This position is expected to work 2-days per week in the San Francisco (HQ) office at 455 Market Street, #300, San Francisco. This is subject to change.

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

Scott Collier – Director of IT

DATE

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

[Insert staff name]

DATE