



DUTY STATEMENT

☐ CURRENT

☒ PROPOSED

RPA Number: 25-300	Classification Title: Information Technology Specialist II	Position Number: 835-354-1414-001
Incumbent Name:	Working Title: Information Technology Specialist II	Effective Date: TBD
Tenure: Permanent	Time Base: Full Time	Intermittent Hours Per Month: N/A
Division/Branch: AFITS/Information Technology	Section/Unit: Infrastructure Section/Client Services	Reporting Location: Sacramento
Supervisor's Name: Sukhi Kaur	Supervisor's Classification: IT Manager I	CBID: R01
Confidential Designation: ☐ YES ☒ NO	Designated Position for Conflict of Interest: ☒ YES ☐ NO	Position Telework Eligible: ☒ YES ☐ NO
Supervision Exercised: ☐ None ☒ Lead ☐ Managerial ☐ Supervisory		

Human Resources Use Only:

HR Analyst Approval:

Date:

General Statement:

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and adhere to department policies and procedures regarding attendance, leave, and conduct.

Position Description:

Under general direction of the Information Technology Manager I, the incumbent works within the department's Infrastructure Network and Help Center Office in support of the mission of the department through the protection of the confidentiality, security, and availability of department information resources and through the continuous improvement of the department's information security program. Areas of responsibility include supporting the mission of CalRecycle through the design, administration, and continuous improvement of enterprise ServiceNow solutions, IT Service Management processes, and related technical services. The incumbent ensures the confidentiality, integrity, and availability of departmental information systems and contributes to the reliability and effectiveness of enterprise service management operations.



The incumbent functions in multiple capacities, including technical lead, subject matter expert, team lead, team member, and independent analyst. Responsibilities include the design and development of ServiceNow solutions; administration of the platform; leadership in platform governance; ITSM process support and enhancement; data analysis and reporting; stakeholder consultation; and participation in departmental IT initiatives. The incumbent is expected to communicate complex technical concepts clearly to technical staff, management, and program personnel, prepare documentation and reports, facilitate meetings, and contribute to organizational planning efforts.

Essential Functions (including percentage of time):

- 40% **Solution Design and Development, ServiceNow Administration, and Technical Leadership**
Manage and set work priorities of CalRecycle's Network Serve as a technical lead and subject matter expert for the ServiceNow platform. The incumbent should have strong working knowledge of major ServiceNow modules including Incident, Problem, Change, Request, Service Catalog, CMDB, Discovery, Hardware Asset Management, Software Asset Management, HR Service Delivery, Knowledge Management, Integrations, and Reporting/Performance Analytics. Administer, configure, maintain, and enhance platform components including forms, fields, tables, business rules, client scripts, workflows, Flow Designer components, notifications, and service catalog items. Monitor system health, performance, and platform availability, identifying and resolving advanced technical issues. Lead platform governance activities and recommend best practices for configuration, security, and sustainment. Coordinate and support platform upgrades, patches, releases, and instance management activities. Analyze complex business and technical requirements and design ServiceNow solutions that support operational needs. Develop and implement new modules, enhancements, automation, custom applications, and system integrations. Lead technical design sessions and recommend scalable and supportable solutions. Oversee testing, deployment, and validation activities for new features and enhancements, ensuring all solutions align with architecture standards, security requirements, and change management procedures.
- 30% **IT Service Management (ITSM), Business Process Improvement, Reporting, and Compliance**
Support and improve enterprise ITSM processes including incident, problem, change, request, knowledge, asset, and configuration management while collaborating with process owners, technical teams, and business stakeholders to streamline workflows and enhance overall service delivery. Evaluate existing processes to identify opportunities for automation, standardization, and operational efficiency, and support the development and maintenance of service catalogs, request fulfillment processes, and knowledge solutions. Participate in ITSM governance activities, contribute to policy and standards development, and assist with communication, training, and engagement efforts to promote effective use of ITSM tools across the organization.

Design and maintain operational and executive-level reports, dashboards, and performance metrics to support decision making and continuous improvement. Analyze system data and trends to identify service gaps, recurring issues, performance concerns, and opportunities for optimization. Maintain comprehensive documentation related to system configurations, procedures, workflows, technical designs, and support processes. Ensure compliance with security, audit, accessibility, and records management requirements, and provide support for internal and external audits, compliance reviews, and corrective actions.



- 20% Stakeholder Consultation, Customer Support, Coordination, and Organizational Support**
Provide advanced consultation to program areas, managers, and technical staff regarding ServiceNow capabilities and solutions, and translate business needs into technical requirements and actionable development tasks. Coordinate with vendors, internal teams, and project staff on implementation and support activities, and provide advanced troubleshooting and escalation support for platform-related issues. Develop training materials, knowledge articles, and user guidance as needed to enhance user adoption and understanding. Participate in strategic planning, special projects, and related IT initiatives, while also providing backup support for related enterprise applications and service management functions. Perform other job-related duties as assigned, attend meetings, trainings, and workshops, assist with cross training and knowledge transfer activities, and support continuity of operations activities as needed.

Marginal Functions (Including a percentage of the time):

- 5% Continuing Education.** Assure that knowledge, skills, and technical competencies are kept up to date through training, research, and self-study.
- 5%** Other duties as required including, but not limited to providing basic technical assistance to program staff on various technical issues, office productivity software, and hardware; attendance at agency and statewide CIO meetings; participation on cross-BDO IT teams, etc.

Typical Physical Conditions/Demands:

The job requires extensive use of a personal computer and the ability to sit/stand at a desk, utilize a phone, and type on a keyboard for extended periods. Ability to lift 15 pounds, bend, and reach above shoulders to retrieve files and/or documents.

Typical Working Conditions:

The incumbent works in a high-rise office building in an enclosed, non-windowed office cubicle in a smoke-free environment. The work schedule is Monday through Friday. Mandatory overtime, including evening and weekend work, may be necessary during the year end closing process or when the department is mission tasked. Travel may be required locally and within the state.

Special Requirements of Position (Check all that apply):

- ☐ Duties performed may require pre-employment and/ or routine screenings (background/criminal/fingerprint clearance, drug testing, fingerprinting, physical, etc.).
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ Requires repetitive movement of heavy objects and/or operation of heavy machinery or motorized vehicles.
- ☐ Other (Explain below)

Explanation:



Supervisor Statement

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

Supervisor Name	Supervisor Signature	Date

Employee Statement

I have discussed these duties with my supervisor and have been provided with a copy of this duty statement. I certify I have read, understand, and can perform the duties of this position either with or without reasonable accommodation*.

**A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity. (If you believe reasonable accommodation is necessary, check yes. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Reasonable Accommodation Coordinator.)*

Employee Name	Employee Signature	Date