CALIFORNIA Water Boards

Classification: Information Technology Specialist II
Position Number: 880-280-1414-011

DUTY STATEMENT

☐ **CURRENT** ☒ **PROPOSED**

RPA Number: 26-280-XXX	**Classification Title:** Information Technology Specialist II	**Position Number:** 880-280-1414-011
Incumbent Name: Vacant	**Working Title:** Information Technology Specialist II	**Effective Date:** TBD
Tenure: Permanent	**Time Base:** Full-Time	**CBID:** R01
Division/Office: Division of Information Technology	**Section/Unit:** IT Client Services/Help Desk	
Supervisor's Name: Jean-Pierre Hodge	**Supervisor's Classification:** Information Technology Manager I	

Human Resources Use Only:
HR Analyst Approval: Rebecca Ramirez **Date:**

General Statement
Under the general direction of an Information Technology Manager I and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.
Position Description
The incumbent will also attend conferences, obtain training, review technical journals and periodicals, browse appropriate internet sites, etc., to acquire and maintain knowledge of applicable emerging technologies, procedures, and industry practices. The Help Desk Unit is responsible for staffing and daily operation of the Division of Information Technology (DIT) Help Desk, M-F 7am-5pm. The incumbent may be requested to work unusual hours, weekends, or holidays as needed to support equipment maintenance and network operations and may, on occasion, be requested to travel to other regional offices. This position is in the Client Services domain.

Essential Functions (Including percentage of time):	
60%	Serve as a lead technical specialist in the use of Windows Server including Active Directory, Intune and Group Policies, and GenAI platforms. Create, configure and maintain O365 user and resource accounts. Serve as a key contact in MECM deployments and collections. Work cooperatively with other DIT senior level staff on the ongoing maintenance, upgrading and installation of new and/or replacement hardware and software, troubleshooting of deployment of office automation software. Act as key specialist in providing an independent analysis of information technology needs, designing, implementing, and monitoring systems, programs and routines. Plan and implements desktop upgrades and migrations. Lead desktop imaging services using enterprise systems management software. Act as a master level technician in new and emerging enterprise O365 services and technologies and Microsoft Azure cloud computing technologies and implementations. Manage and oversee the ServiceNow help desk ticket queue, ensuring timely assignment and resolution. Collaborate with help desk staff to troubleshoot and resolve advanced technical issues and support project-related technical tasks. Act as the primary technical lead for security audit activities.
20%	Responsible for the acquisition, installation, configuration, implementation and maintenance of hardware and software technologies. Analyze and troubleshoot complex information technology issues, including software, hardware, and networking. Analyze data and situations using logical reasoning and creativity. Identify and document problems, draw valid conclusions and develop effective solutions. Administer Active Directory objects, intune and group policies. Manage Active Directory information, ensuring accuracy and regular updates. Utilize Microsoft Office 365 Azure to manage accounts, modify permissions to individual and shared mailboxes. Use scripting to automate processes. Formulate recommendations based on alternative technology solutions and provides analysis for procurement of enterprise infrastructure related software and hardware. Cross train junior staff and peers on standard operating procedures for current and new technologies.
15%	Work with the enterprise architects and administrators of the Water Boards' enterprise teams including networking, server, to integrate M365 cloud-based technologies with the existing Enterprise IT Infrastructure. Troubleshoot and thorough analyze the most complex enterprise information technology (IT) systems and projects. Provide M365 technical support for DIT and the Regional Board local area network (LAN) administrators. Participate and lead various committees that plan Water Boards enterprise M365 related IT projects and upgrades. Administer M365 services and provides information to the Water Boards Chief Information Security Officer (CISO) and DIT senior management on any issues of security or security breaches. Provide timely and courteous technical support while working collaboratively with all DIT team members, RWQCB administrators, vendors, and service technicians during troubleshooting. Identify risks and prepare risk mitigation strategies, prepare alternatives and provide recommendations to DIT senior management. Identify gaps and issues and provide recommendations to ensure effective IT planning and implementation. Prepare change requests as necessary.

Marginal Functions (Including percentage of time):	
5%	Perform other duties as required.

Typical Physical Conditions/Demands:

The job requires extensive use of a personal computer and the ability to sit/stand at desk, utilize a phone and a keyboard for extended periods of time. Ability to carry more than 40 pounds to retrieve equipment or components.

Typical Working Conditions:

The incumbent works on the 8th floor of a high-rise office building in downtown Sacramento, in an open collaborative workspace, windowed office half height cubicle in a smoke-free environment. The work schedule is Monday through Friday. Weekend work may be necessary when the department is mission tasked. Travel may be required locally and within the state. The Information Technology Associate may be requested to work unusual hours, weekends, or holidays as needed and will need to periodically carry and/or move equipment more than 40 lbs., prolonged periods of standing, walking, or sitting, depending on work situation.

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 a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date

Employee Name	Employee Signature	Date