

DUTY STATEMENT



☐ CURRENT
☒ PROPOSED

CIVIL SERVICE CLASSIFICATION Information Technology Specialist I			WORKING TITLE Incident Management Lead		
PROGRAM NAME Office of Information Services				UNIT NAME Technical Support Unit	
ASSIGNED SPECIFIC LOCATION 1515 Clay St., Oakland, Ca 94612				POSITION NUMBER 400 – 176-1402-xxx	
BARGAINING UNIT R01	WORK WEEK GROUP E	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No	

General Statement

Under the direction of the Information Technology Supervisor II, within the Office of Information Services Technical Support Unit, the Information Technology Specialist I (ITS I) manages, tracks and assigns the Department's reported incidents to the appropriate technical teams through the ServiceNow platform. The ITS I also serves as a lead for the technical teams, acts as the subject matter expert for incident resolution, and functions as a liaison between Department users and management. The incumbent follows established policies, procedures, and standards while supporting IT Asset Management (ITAM), Software Asset Management (SAM), server and virtualization environments, and end-user device imaging and deployment.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
40%	Incumbent will monitor ServiceNow technical tickets statewide and assign tickets to various technical teams for resolution. Monitor higher level tickets and escalate to Information Technology Specialist II and Information Technology Supervisor I and II, application owners, and liaisons for mass outages in addition to consolidating related duplicate tickets. Work on Level 3 tickets in collaboration with technical liaisons or 3rd party application vendors to develop and implement solutions. Monitor help desk Virtual Call Center (VCC) to ensure proper staffing levels, support call handling, and assist with customer inquiries as needed to meet service demands. As the technical lead the incumbent will aid users to support computer systems, printers and network copiers as well as troubleshooting DIR approved applications and facilitate ticket troubleshooting and resolution when backlog occurs. Develop, test, and validate standardized computer images to ensure compatibility with Department hardware, software, security configurations, and enterprise policies. Provide technical support, troubleshooting, and maintenance for kiosk systems, including software installation, configuration, and updates. Work with Divisions to gather requirements, implement enhancements, and ensure kiosks meet business needs and user expectations. Compile and deliver monthly statistical reports on ServiceNow ticket activity and VCC call

DUTY STATEMENT



	metrics to support operational analysis and decision-making.
30%	Work with Hardware Asset Management (HAM) and Software Asset Management (SAM) teams to ensure the accuracy of inventory assigned to end users in the Oakland/San Francisco area including surrounding Bay Area region, San Jose, Santa Rosa, San Leandro, Fremont, Salinas, American Canyon, and Concord including pulling inventory under the direction of the IT Asset Management lead and also act as technical lead for computer refresh, office moves, and projects.
20%	Documentation and Procedural Manuals: Develop and maintain comprehensive procedural documentation and manuals in collaboration with the ITS II, Sup ensuring they are up-to-date and is able to support staff for consistent operations.
Percentage of Time Spent	Marginal Job Functions
10%	Review documents pertaining to statewide equipment inventory. Maintain accuracy of inventory of equipment, diagrams and workflows. Incumbent will assist in the creation of documentation. The ITS I will perform other duties as required.

Conduct, Attendance, and Performance Expectations

This position requires the incumbent to maintain acceptable, consistent and regular attendance at such level as is determined at the Department's sole discretion; Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

Shall 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 departmental policies and procedures regarding attendance, leave, and conduct.

Supervision Received

The IT Specialist I reports directly to and receives assignments from the IT Supervisor II. Direction and assignments may also come from the CIO, Assistant CIO and the IT Manager overseeing Operations.

Supervision Exercised

Acts as the technical lead for the Department's Service Desk.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The Information Technology Specialist I will work in an open-spaced, partitioned office environment, climate-controlled, high-rise office building under natural and artificial light in downtown Oakland, CA within walking distance of public transportation. The job involves substantial computer work, including document creation, research, email correspondence, and other related tasks. The ITS I may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, equalizing work periods or otherwise balancing the workload.

Special Requirements/Other Information

All DIR employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work-related activities, and anytime they represent the Department. Additionally, all DIR employees are responsible

DUTY STATEMENT



for promoting a safe and secure work environment, free from discrimination, harassment, inappropriate conduct, or retaliation. DIR does not participate in E-Verify.

Physical Abilities

Ability to unpack, lift/move and install IT equipment and navigate around the work area to connect/disconnect network and power cables. The incumbent will be in a stationary position for long periods of time and will be required to use office equipment including, but not limited to a computer, telephone, and multi-function copy machine. Must be able to lift up to 40 pounds.

Additional Requirements/Expectations

Be able to maintain a professional attitude when providing IT services with attention to detail and effective organizational skills. Demonstrate effective oral and written communication skills. Travel to department remote sites, including CDT's Data Center (TMS).

Personal Contacts

The ITS I will communicate with Division management, Facilities staff, OIS programmers, developers, project management and the Information Security Office.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and 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

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

J.W.

C&S Analyst Initials

6/11/2026

Approval Date