



DUTY STATEMENT

BRANCH ENTERPRISE OPERATIONS SERVICES		POSITION NUMBER (Agency – Unit – Class – Serial) 368-402-1414-901		☐ CURRENT ☒ PROPOSED		
PROGRAM INFORMATION TECHNOLOGY		CLASSIFICATION TITLE Information Technology Specialist II				
SECTION/UNIT (If applicable) IT OPERATION UNIT		WORKING TITLE Senior Operations Engineer				
REGIONAL HUB Sacramento		COI Yes	WWG E	CBID R01	TENURE LT	TIME BASE FT
WORK SCHEDULE M-F 8am-5pm	SUPERVISION EXERCISED None	SPECIFIC LOCATION ASSIGNED TO 1400 10th Street, Sacramento, CA 95814				
INCUMBENT (If known)		EFFECTIVE DATE				
PRIMARY DOMAIN (IT positions only)	System Engineering					

AGENCY OVERVIEW

The Governor's Office of Land Use and Climate Innovation (LCI) serves the Governor and his Cabinet as staff for long-range planning and research and constitutes the comprehensive state planning agency. LCI assists the Governor and the Administration in planning, research, policy development, and legislative analysis. LCI formulates long-range state goals and policies to address land use, climate change, population growth and distribution, urban expansion, infrastructure development, groundwater sustainability and drought response, and resource protection. LCI's budget programs include State Planning and Policy Development, Strategic Growth Council, and Racial Equity Commission. LCI is a fast-paced, creative work environment that requires staff to have strong collaboration skills, an ability to quickly respond to changing policy needs, and a positive attitude and sense of humor. Proven commitment to creating a work environment that celebrates diverse backgrounds, cultures, and personal experiences.

GENERAL STATEMENT

Under general direction of the Chief of IT Operations (ITM II), the Senior Operations Engineer (IT Specialist II) serves as a specialist on complex Information Technology (IT) systems and performs a variety of advance level tasks in connection with the analysis, installation, implementation and support of IT services and systems. This position serves as part of the 2nd and 3rd level support Service Desk, delivering expert-level technical assistance, resolving complex IT issues, managing escalated service desk tickets, and improving IT service delivery through process optimization efforts. The IT Specialist II answers customer calls, monitors, and responds to requests received through the IT helpdesk, documents, troubleshoots, and tracks service disruptions throughout the enterprise.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use addition sheet if necessary)</i>
100%	ESSENTIAL FUNCTIONS
35%	Provides advanced technical support for complex incidents, service requests, and problem management activities while delivering exceptional customer service and technical expertise to internal staff. Responds to and resolves escalated Tier 2 and Tier 3 support requests involving desktop and laptop hardware, Microsoft 365 services, operating systems, mobile devices, endpoint management, collaboration platforms, enterprise applications, printers, peripherals, and other end-user technologies. Performs advanced troubleshooting, root cause analysis, and issue resolution to restore services quickly while minimizing business disruption, escalating issues to vendors or specialized technical teams when appropriate.



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	Documents incidents, troubleshoots activities, resolutions, and technical findings within the organization's Information Technology Service Management (ITSM) platform, ensuring accurate records, meaningful updates, and compliance with established service management processes. Monitors and manages incident and service request queues, prioritizes work based on business impact and urgency, ensures requests are resolved within established Service Level Agreements (SLAs), and identifies recurring issues that require problem management or long-term corrective actions. Communicates effectively with customers throughout the support lifecycle by providing timely status updates, coordinates planned maintenance activities, notifies staff of service interruptions and restorations, manages customer expectations, and verifies customer satisfaction upon resolution of incidents and service requests. The incumbent develops and maintains technical documentation, knowledge base articles, standard operating procedures, and end-user support materials to improve knowledge sharing, promote self-service, and enhance the consistency and quality of IT support services. Supports employee onboarding, offboarding, and personnel transfers by provisioning and recovering IT equipment, configuring workstations and mobile devices, managing user access, maintaining asset inventory records, and ensuring all equipment is deployed and recovered in accordance with organizational policies. Participates in after-hours maintenance windows, system upgrades, technology refresh initiatives, disaster recovery activities, and enterprise technology deployments as required. Evaluates Service Desk processes, identifies opportunities to improve operational efficiency, customer satisfaction, and service delivery, and collaborates with cross-functional IT teams to implement process improvements, automation, and best practices that enhance the overall effectiveness of IT Operations and the Service Desk.
30%	Administers, supports, and maintains the organization's Microsoft 365 environment, including Microsoft Teams, Exchange Online, SharePoint Online, OneDrive, Microsoft Intune, Microsoft Entra ID, and other Microsoft 365 services to ensure the availability, security, and reliability of enterprise collaboration and productivity platforms. Configures, deploys, monitors, troubleshoots, and optimizes Microsoft 365 services, assists in implementing new features and enhancements, and ensures compliance with organizational policies, security standards, and industry best practices. Installs, configures, administers, maintains, and provides advanced Tier 2 and Tier 3 technical support for approved third-party enterprise applications, ensuring software functionality, compatibility, security, and operational performance. Troubleshoots complex application issues, coordinates with software vendors to resolve technical problems, tests software updates, patches, and new releases prior to production deployment, supports application implementations and upgrades, maintains application configurations, provides ongoing technical guidance and support to business units to maximize system effectiveness and user adoption. Performs hardware installations, upgrades, repairs, diagnostics, imaging, configuration, deployment, and lifecycle replacement of desktop computers, laptops, mobile devices, docking stations, monitors, printers, and other IT peripherals. Maintains accurate hardware and software asset inventories, supports endpoint provisioning and decommissioning activities, performs equipment staging and deployment for new and existing employees, validates software licensing compliance, monitors endpoint health and performance, and recommends improvements that enhance system reliability, operational efficiency, security, and overall end-user computing experience.



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20%	Participates in a broad range of Information Technology Operations initiatives that enhances service delivery, strengthens operational effectiveness, improves cybersecurity, and supports the organization's strategic technology objectives. Develops, maintains, and continuously improves technical documentation, standard operating procedures (SOPs), knowledge base articles, operational workflows, and user guides to promote consistency, knowledge sharing, and efficient service delivery. Reviews existing IT Operations and Service Desk processes to identify opportunities for automation, workflow optimization, standardization, and continuous process improvement, leveraging industry best practices and IT service management (ITSM) principles to increase operational efficiency and improve the overall customer experience. Analyzes service metrics, operational reports, key performance indicators (KPIs), customer feedback, and performance trends to identify recurring issues, recommends corrective actions, and supports data-driven decision-making. Prepares operational reports, tracks project milestones, monitors service performance, and recommends process or technology improvements that increase service quality, reliability, and organizational effectiveness. Supports the planning, coordination, testing, implementation, and post-deployment support of enterprise technology initiatives, including endpoint refresh programs, Microsoft 365 enhancements, security and compliance initiatives, enterprise application deployments, hardware and software implementations, operating system upgrades, and other strategic IT projects. Participates in pilot programs, user acceptance testing (UAT), production deployments, change management activities, and implementation planning to ensure successful project delivery with minimal disruption to business operations.
10%	Coordinates with internal stakeholders, cross-functional IT teams, vendors, contractors, and business partners to support operational initiatives and technology implementations; maintains accurate asset lifecycle documentation and configuration records; supports software packaging, application deployment, endpoint provisioning, and asset management activities; participates in disaster recovery, business continuity, operational readiness, and technology resilience planning; assists with audits and compliance initiatives; provides technical guidance and mentoring to team members; promotes collaboration and knowledge sharing across the IT organization; researches and evaluates emerging technologies and industry best practices; and performs other related duties, special projects, and assignments in support of the Information Technology Operations and Service Desk program. Travel occasionally, including overnight travel of up to 15%, to support agency operations, project implementations, training, conferences, or other business-related activities.
	MARGINAL FUNCTIONS
5%	Perform other job-related duties as required.

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices. Information technology governance principles and guidelines to support decision making; complex and mission-critical business processes and systems; principles, methods, and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation



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methodologies and techniques. Knowledge of Microsoft 365 technologies, including Teams, Intune, Exchange Online, SharePoint Online, OneDrive, Microsoft Defender for Endpoint, and Microsoft Defender for Office 365; Apple Business Manager; Microsoft Intune Management Suite; NinjaOne; Palo Alto GlobalProtect; and enterprise IT Service Management (ITSM) principles, including experience supporting ITSM and ticketing platforms.

Ability to: Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.

Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

DESIRABLE QUALIFICATIONS:

- ITIL 4 Foundation Certification or CompTIA A+ Certification.
- Experience with ITIL based service management guidelines and industry best practices.
- Previous experience in a help desk or technical support role.
- Strong knowledge of common operating systems (e.g., Windows, macOS) and software applications.
- Familiarity with hardware components, networking concepts, and troubleshooting techniques.
- Excellent customer service and communication skills, both verbal and written.
- Ability to handle multiple tasks and prioritize effectively in a fast-paced environment.
- Strong problem-solving and analytical skills.

SPECIAL PERSONAL REQUIREMENTS:

- Ability to maintain consistent attendance and demonstrate reliability, professionalism, and accountability.
- Ability to exercise initiative, sound judgment, and independent decision-making in a complex business environment.
- Commitment to providing responsive, high-quality customer service and building collaborative working relationships.
- Strong organizational and time-management skills with the ability to manage multiple priorities and meet competing deadlines.
- Ability to work independently and collaboratively as part of a team to achieve organizational objectives.
- Ability to analyze complex issues, identify solutions, and make recommendations involving varying levels of risk and impact.



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- Ability to establish and maintain effective working relationships with all levels of staff, management, control agencies, vendors, and external stakeholders.
- Ability to communicate effectively and diplomatically, both orally and in writing, with technical and non-technical audiences.
- Ability to adapt to changing priorities, business needs, and organizational objectives in a dynamic work environment.
- Ability to maintain confidentiality and exercise discretion when handling sensitive procurement, contractual, financial, and personnel-related information.

SPECIAL PHYSICAL CHARACTERISTICS: Persons appointed to this position must be reasonably expected to exert up to 10 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects with or without reasonable accommodation. Involves sitting most of the time but may involve walking or standing for brief periods of time. Occasional/overnight travel up to 15% may be required.

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE AND HAVE PROVIDED A COPY OF THE DUTY STATEMENT TO THE EMPLOYEE.***

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

EMPLOYEE'S STATEMENT: ***I HAVE READ AND UNDERSTAND THE DUTIES LISTED ABOVE AND CAN PERFORM THESE DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION. (IF YOU BELIEVE REASONABLE ACCOMMODATION IS NECESSARY, DISCUSS YOUR CONCERNS WITH YOUR HIRING SUPERVISOR. IF UNSURE OF A NEED FOR REASONABLE ACCOMMODATION, INFORM YOUR HIRING SUPERVISOR, WHO WILL DISCUSS YOUR CONCERNS WITH HUMAN RESOURCES OFFICE).***

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE