

STATE OF CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION POSITION ESSENTIAL FUNCTIONS DUTIES STATEMENT PO-199 (06/16)		Working Title of Position Information Technology Specialist I – San Luis Obispo Unit	
		Division and/or Subdivision Information Technology Services (ITS)	
INSTRUCTIONS: The Director is required by Government Code Section 19818.12 to report (or to record) "...material changes in the duties of any position in his or her jurisdiction". The Position Essential Functions Duties Statement is used for this purpose. Enter identifying information and effective date at the right. Enter brief description of each of the important duties and responsibilities of the position below. Group related duties in numbered paragraphs and indicate the percentage of total time occupied. Indicate the "essential functions" of the position by placing an asterisk (*) in front of those individual duties you determine to be essential to the job. Discuss the duties with the employee assigned to the position. Both the employee and supervisor sign the document where indicated. The supervisor retains the original document and provides a copy to the employee.		Location of Headquarters West Sacramento	
		Class Title of Position Information Technology Specialist I	
		Position Number 541-021-1402-904	
		Effective Date July 2026	
Percentage of Time Required	Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.		
45%	Under the direction of the Information Technology Technical Support Supervisor (Information Technology Supervisor II), the Information Technology Specialist I shall perform the following duties under the Client Services domain, the Project Management domain, and the System Engineering domain. Duties include, but are not limited to: *Perform a variety of complex analytical, problem solving, and administration activities, including network hardware programming and mounting of network devices, in support of the California Department of Forestry and Fire Protection (CAL FIRE) Information Technology (IT) infrastructure and the local Unit network infrastructure, including Local Area Networks (LAN) and Wide Area Networks (WAN) at fire stations and fire camps. *Procure and plan network infrastructure upgrades. *Configure and reset managed and non-managed switches, routers, and wireless access points for San Luis Obispo (SLU) headquarters, fire stations, fire centers, training facilities, and fire camps. *Responsible for the repair, maintenance, upgrade, and replacement of IT hardware at one or more CAL FIRE protective units or State Fire Marshal offices. *Will support both networked and stand-alone personal computers (PC), smartphones, and tablets. *Perform the installation of Microsoft Windows operating system (OS) of CAL FIRE workstations (using CAL FIRE standard OS image) and CAL FIRE approved software and hardware. *Perform a variety of administration activities in support of CAL FIRE's Microsoft Windows server environment, including system administration of user accounts, security groups/roles in Active Directory, New Technology File System (NTFS) folder permissions on local file servers and maintains printers on local print server. *Maintain an accurate ongoing inventory of IT assets hardware in assigned unit. *Coordinate problem resolution and escalate issues as needed, either to the supervisor or to support staff in Sacramento. *Perform project management, resource allocation, coordination, and project related procurement of locally initiated unit IT projects. *Act as the 1st and 2nd tier Information Technology support technician by responding to and completing requests and tickets submitted by end users. *Resolve assigned Helpdesk problem tickets by entering descriptive and structured reports into the Helpdesk solutions database. *These are the essential functions for this position. Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of a reasonable accommodation.		
Equal Employment Opportunity (EEO) Statement: All CAL FIRE 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 CAL FIRE employees are responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation.			
Job qualifications and/or conditions of employment: See page 2.			
"We have discussed this document in its entirety and understand the duties of this position."			
Employee Signature _____		Supervisor Signature _____	
Date _____		Date _____	
Personnel use only ☐ Posted to Directory		_____ Initials and date	

STATE OF CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION POSITION ESSENTIAL FUNCTIONS DUTIES STATEMENT PO-199 (06/16) - PAGE 2		Working Title of Position Information Technology Specialist I – San Luis Obispo Unit	
Percentage of Time Required	Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.		
35%	*Perform a variety of planning, analytical, and administration activities in support of end users; to include hardware and software computer configuration, procurement, and mobile support. *Develop and maintain a system management plan (SMP) for the refresh, and survey of older IT assets *Act as the first line IT subject matter expert by working closely with customers and IT staff to deploy standard solutions to meet end users' business needs. *Effectively communicate technical information to non-technical users. *Provide constructive, professional training, and documentation on various hardware and software products used by customers. *Act as the technical specialist for locally initiated Information Technology projects, and project coordinator for enterprise projects. *Perform logistics management and 3rd party vendor management. *Function as a team member on various technology projects by working independently to complete assigned projects and coordinate closely with other team members to ensure cohesiveness of project deliverables. *Offer insight on technical solutions for the customer's business needs. *Facilitate statewide installations and deployments with Sacramento IT staff. *Perform network cable runs, terminations, testing, and documentation of network cable runs. *Troubleshoot, repair, and report issues with Computer Aided Dispatch (CAD) and Automatic Vehicle Location (AVL) to ITS CAD and ITS AVL support staff. *Identify, replace, and repair complex AVL/Mobile Data Terminal (MDT) component hardware in CAL FIRE vehicle fleet equipment.		
15%	*Provide onsite technical support to mobilized CAL FIRE employees by assisting with issues, and service requests to include, but not limited to, resolving issues related with basic computer hardware and software installation. *Coordinate issues, service requests, and escalate as needed to incident project lead or incident management team. *Perform minor, computer, network, or server tasks, including but not limited to, adding patch cables, users, replacing switches, or wireless access points. *Attend annual Incident Network (InciNet) training, as needed.		
5%	*Perform other job-related duties as assigned.		
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Job qualifications and/or conditions of employment: <u>Statewide travel (35%) with possibly overnight stays. Will be required work at remote facilities or incidents to affect repairs onsite, which can involve overnight travel. Hardware repair requires occasional lifting of PC's and printers which should not exceed 40 pounds.</u>			
"We have discussed this document in its entirety and understand the duties of this position."			
Employee Signature _____		Date _____	
Supervisor Signature _____		Date _____	
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