

Classification Information Technology Specialist I	Position Number 814-300-1402-228	Location Sacramento (Headquarters)
Division/Branch Office of Technology Services/ Information Technology Branch	Supervisor's Classification Information Technology Supervisor II	Collective Bargaining Identification Designation (CBID) R01
Conflict of Interest Disclosure: ☒ Yes ☐ No	Incumbent (If filled) VACANT	

☐ **Job requires driving automobile:** In this position, the incumbent may, as needed, drive a state vehicle for work purposes.
(Employee must complete DPR-034, Request for Driver Record Information).

SUPERVISORY RESPONSIBILITIES
(Check One)

☐ Managerial ☐ Supervisory ☒ Lead Person ☐ None

Direct Supervision Exercised:		Indirect Supervision Exercised:	
No. of Employees	Classification Title	No. of Employees	Classification Title

I have read and discussed these duties with my supervisor.

Employee Signature	Date
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I certify that the DPR-217 accurately represents the duties and responsibilities of the position.

Supervisor Signature	Date
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Description of Duties (*Attach additional sheets, if necessary, and identify position information*)

Summarize the regularly assigned duties of the position by percentage in descending order. Do not combine distinct activities into a single percentage. Descriptive information should reflect variety and complexity of duties through: supervision exercised and/or received; responsibility for decision making and consequence of error; analytical requirements; special knowledge; skills or abilities required; level, type and frequency of public contact; and unusual working conditions (i.e., field work, bilingual services, etc.); and physical requirements (physical demands, environmental demands).

Percent of Time	Activity
	Under the direction of the Information Technology Supervisor II, the Information Technology Specialist I is responsible for the installation, configuration, troubleshooting, documentation, maintenance, and security of the Department of Pesticide Regulation's (DPR) on-premise and cloud IT Infrastructure including Windows and Linux systems, networking devices, and Cloud Services such as Microsoft Azure and Amazon Web Services. The incumbent works closely with other DPR ITB staff to ensure that DPR users are provided with consistent and acceptable levels of system availability, security, and functionality. This position supports the following IT domains: System Engineering and Business Technology Management.
30%	<u>ESSENTIAL FUNCTIONS:</u> <u>Server and Systems Support</u> Supports the organization's IT Infrastructure by monitoring, maintaining, troubleshooting, and administering on-premise and cloud-based systems and applications such as Azure and AWS. Manages, monitors, and maintains Windows server environment, including active directory, files services, and virtual platforms. Installs, debugs, tests, evaluates, and maintains server operating system updates, patches, backups, and disaster recovery operations. Performs system and application installation, configuration, troubleshooting, and administration. Monitors day-to-day operations of the overall infrastructure to ensure high reliability and optimal availability of systems and applications. Maintains accurate documentation of server configurations, procedures, and system inventories. Works closely with the Unit supervisor and the enterprise architect to support data center operations.
30%	<u>Microsoft 365 Administration</u> Administers Microsoft 365 services including Exchange Online, Entra Identity, SharePoint Online, OneDrive, Teams and related security/compliance features. Manages user accounts, licensing, permissions, and group policies across hybrid or cloud only environments. Configures and maintains M365 security controls such as MFA, Conditional Access, DLP, and identity governance. Monitors system logs, alerts, and audit reports to identify and remediate vulnerabilities. Supports compliance with organizational, regulatory, and industry standards. Participates in incident response and root-cause analysis for security or service disruption. Provides training or guidance to staff on M365 tools and best practices.
25%	<u>Operational Support</u> Applies technical expertise of computer systems and network knowledge of enterprise systems in order to troubleshoot and resolve the complex network or back office-related systems availability or customer support issues. Uses ITSM platform to manage customer support and systems administration requests and to document detailed problem descriptions and resolutions. Collaborates with the Information Security Unit to conduct root-cause analyses to identify and remediate threats that cause a significant impact to the DPR environment. Communicates system changes, outages, and updates in a clear and timely manner. Supports automation efforts using PowerShell or other scripting tools. Evaluates new technologies and recommend improvements to enhance performance, security, and efficiency.
10%	<u>Information Technology Projects and Initiatives</u> Participates in IT projects and initiatives at the department, agency, or statewide level as a Technical Lead, team member, or departmental representative. Applies project management principles, methods, and tools to develop project concepts, plans, schedules, status reports, systems documentation, and maintenance plans. Provides leadership to project team members and take responsibility for monitoring

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Percent of Time	Activity
5%	the project scope and schedule. Works closely with cross-functional teams to support planning and execution of infrastructure upgrades, cloud migration, and modernization initiatives. <u>MARGINAL FUNCTIONS:</u> Performs other duties as assigned within the scope of the classification. <u>WORKING CONDITIONS:</u> Performance of these duties requires the use of computers, infrastructure hardware, networks, databases, electronic mail (both internal and external), voicemail, and the Internet. May occasionally work evening or weekend hours in response to system outages/recovery, maintenance, or upgrade activities. Occasional statewide travel on short notice may be required to support regional office locations. Travel may require overnight stays, driving, and flying. Performance of the duties indicated for this position occasionally require the ability to lift and transport equipment up to 50lbs. <u>CRITICAL JOB COMPETENCIES:</u> Communication: Facilitates open exchange of ideas and opinions; actively listens; effectively uses email to communicate with customers and co-workers; makes clear and convincing oral presentations to individuals or groups; informs, persuades, builds consensus; selects and uses appropriate communication approach. Self-Motivation: Demonstrates a bias toward optimism and maintains sense of humor; views mistakes as opportunities for growth/positive learning experiences. Flexibility/Adaptability: Readily integrates changes midstream into work processes and outputs; demonstrates openness to new organizational structures, procedures, and technology; shifts gears comfortably. Teamwork: Facilitates and maintains cooperative working relationships; works toward accomplishment of group goals; values and encourages the input and expertise of others; fosters commitment, team spirit, pride, and trust. Technical Credibility: Understands and appropriately applies procedures, requirements, policies, and technology; possesses up-to-date knowledge in the profession, and accesses other expert resources when appropriate. Customer Service Orientation: Maintains cordial, effective professional working relationships with all those contacted during the course of work; readily adjusts priorities in response to changing client needs; balances the interests of a variety of clients; puts in place systems and processes to ensure clients receive high quality information, that their feedback is acted upon, and that their complaints are handled effectively. Develops trust and credibility with the client.