



Duty Statement

Classification: **Information Technology Specialist I**

Position Number: **275-812-1402-096**

HCM#: **4998**

Branch/Section: **Information Technology Services Branch / Technology Infrastructure Services Division / Customer Technologies Support / Enterprise Desktop Support Section / Desktop Configuration Management Unit**

Location: **Sacramento, CA**

Working Title: **Enterprise Voice Systems Analyst**

Effective Date: **July 9, 2026**

Collective Bargaining Identifier (CBID): **R01**

Supervision Exercised: ☐ **Yes** ☒ **No**

Telework: ☐ **Office-Centered** ☒ **Remote-Centered** ☐ **Not Eligible**

Information Technology Service Branch (ITSB) is a key member of the CalPERS executive management team and provides most, if not all, of the technology services that support the CalPERS lines of business. The organization includes a data center, programming maintenance and development team members, business development including business relations, business process improvement and project and portfolio management. ITSB is committed to providing the technical leadership, increased business alignment, talent, transparency, and accountability in support of all of the CalPERS strategic business objectives.

Under direction of the Information Technology Supervisor II of the Enterprise Desktop Support Section, within the Desktop Configuration Management Unit, the Information Technology Specialist I serves as a technical specialist responsible for planning, configuring, and supporting enterprise voice services within the Information Technology Services Branch. The position works in the Client Services domain and focuses on implementing and maintaining Microsoft Teams Voice solutions, physical and virtual telephony devices, and disaster-recovery voice capabilities for CalPERS. The position contributes to project planning, evaluates new technologies, and provides technical guidance to team members to ensure reliable, secure, and high-quality voice services across the organization.

Essential Functions

Remote-centered team members will be required to come into Sacramento Headquarters or their assigned Regional Office location on a routine, regular basis for instances including, but not limited to, attending CalPERS business-related meetings, picking-up and/or dropping-off of office equipment or work materials/product, attending training, and obtaining general office supplies or when your specific position requires work to be performed onsite.

35% Onsite and virtually, conducts meetings with team leaders, technical team members, and system users to explain technical requirements and provide technical information regarding information technology issues, while documenting voice-related issues for follow-up action.

Reviews and analyzes telecommunications issues using established diagnostic tools and prepares technical recommendations for supervisor review and implementation. Identifies voice-related technical problems, evaluates alternative resolutions, and recommends preferred options based on system requirements and established standards. Coordinates with other ITSB team members, various telephony vendors, and customers for technical requests and projects to clarify technical requirements, track request status, and document project-related voice configuration needs. Configures and maintains virtual calling lines in the MS Teams environment. Researches and evaluates new voice technologies and documents findings to support future system enhancements. Demonstrates technical versatility and accountability as well as broad industry knowledge.

- 35% Onsite and virtually, evaluates alternative voice system proposals using established criteria and prepares comparative analyses with recommended solutions for information technology systems. Applies system design concepts to configure, test, and evaluate voice-related components within MS Teams, and complex information technology systems. Works in securing resources and expertise through proper channels while developing and managing large complex systems. Provides hands on configuration of physical MS Teams phones, working to test, configure, and troubleshoot devices to ensure proper connectivity and functionality. Participates in designing and executing voice business resumption plans by documenting requirements, testing configurations, and reporting results. Analyzes disaster recovery voice configurations and prepares recommended designs updates for supervisor review. Coordinates with the Disaster Recovery Unit to communicate proposed voice-related changes and provide technical input to Disaster Recovery Plans. Supports installation and testing of disaster recovery equipment/service installations and drafts procedures for supervisor review and validation. Performs quarterly testing of all Business Recovery Center (BRC)/ Emergency Operations Center (EOC) Enterprise Centrex/bypass lines, and Disaster Recovery (DR) Conferences Bridge lines and documents test results for reporting. Provides support of mobile services by verifying mobile devices have service enabled and coordinates with vendors to resolve service issues.
- 20% Onsite and virtually, identifies new voice-related issues and business opportunities and propose technical solutions for the customer's business needs, documenting findings for supervisor review. Develops and documents new voice configuration methods and evaluation criteria to improve system reliability and support future enhancements. Develops and supports project plans, project reporting, monitoring adherence to standards and problem resolution. Supports Voice Provisioning projects by documenting requirements, tracking progress, and offering technical guidance to team members. Provides guidance to team members engaged in providing enterprise telephony service, support, system maintenance/upgrades, hardware refreshes, procurements, and invoicing processing.
- 5% Onsite and virtually, supports telephony system and software configuration, installation, training and user support by following established procedures and documenting completed work.
- 5% Onsite and virtually, performs other duties as assigned and appropriate for this classification.

Working Conditions

- ¹ This position is designated as remote-centered and works primarily at their designated alternate work location at least three weekdays.
- Workstation is located in a standard multi-level office building accessible by stairs and elevator, with artificial light, height-adjustable desk, and adjustable office chair.
- Prolonged reading and typing on a laptop or keyboard and monitor.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance.
- Ability to demonstrate punctuality, initiative, and dependability.
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance).
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name (Print):

Employee Signature:_____ **Date:**

I certify that the above accurately represent the duties of the position.

Supervisor Signature:_____ **Date:**