



Duty Statement

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
IT Services Division	Information Technology Specialist I	549-073-1402-009
DISTRICT/HQ SECTION	WORKING TITLE	CBID
Infrastructure Services	Information Technology Specialist I	R01
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
Field Services	845 Casa Grande Rd Petaluma, CA	
STATE HOUSING (Check if applicable)		IMMEDIATE SUPERVISOR
NA		IT Supervisor II
POSITION DESCRIPTION		
Under direction of the Information Technology Supervisor II, the Information Technology Specialist I (ITS I) is responsible for the configuration, installation, maintenance and operation of network infrastructure and services located in the Bay Area District, Sonoma Mendocino District, and Diablo Range District. The ITS 1 will also maintain the wide area network, network printer servers, desktop environments, responsible for hardware and software management. The ITS I will assist in the planning, design and implementation of all major system changes and will participate on projects involving system studies of a complex nature.		
ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.		
ESSENTIAL FUNCTIONS:		
%	TASK/DUTIES	
30%	Network Support Conduct research and analysis on cost effect solutions for system upgrades to meet the current and future needs of equipment. Create and execute test plans for all system upgrades or releases. Maintain network devices by Cisco including routers, switches, and future devices. Maintain VPN equipment at central and remote facilities. Troubleshoot local and remote LAN and WAN connectivity and performance issues, printing, and other end-user needs as they arise. Analyze network performance and growth and assist in capacity planning for network services. Research, evaluate, and implement remote communication solutions utilizing best business practices. Prepare technical specifications and system documentation. Respond to network emergencies. Coordinate with the DPR Network Manager in planning and executing system wide upgrades to network operating systems, wireless networking and deployment of new services.	
30%	Computer and Software Support Responsible for PCs and Laptops connected to the DPR wide area network. Support Microsoft Office 365 Government email, Microsoft Azure cloud data and connect user accounts to DPR cloud. Support standard software used by DPR staff. Assist staff with remote sensing hardware, data collectors, GPS devices, tablets and cellular devices. Support Apple iPhone and Android cell phones using the departments Mobile Device Management (MDM) system. Create user accounts, groups, and manage user rights. Provide new software installations and updates to existing software applications. Coordinate with Microsoft, Active Directory, Cisco, and Azure Remote Desktop administrators as necessary). Maintain hardware and software inventories, troubleshoot, and perform hardware maintenance as required. Assist in the procurement of software and hardware as needed to maintain the department's Information Technology network.	



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20%	NextGen Program - Pay Card - Point of Sale System Support Assist NextGen contractor in maintaining PC hardware and software necessary to support reservation system users and point of sale systems. Provide maintenance, support, and troubleshooting for communications failures between at NextGen Point of Sales sites (DSL, T1, Frame Relay, Virtual Private Network VPN, and wireless connectivity)	
10%	Printer Maintenance Administer the Microsoft Active Directory network (LAN, WAN), servers and printers under the guidance of Microsoft Network Administrators. Conduct network printing, print servers and printer installations. Install new software releases, system upgrades, evaluate and install patches and resolve software related problems regarding print servers. Maintain appropriate documentation.	
MARGINAL FUNCTIONS:		
%	TASK/DUTIES	
5%	Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and trainings and prepare administrative paperwork to meet operational needs.	
5%	Professional Competency Attend training and meetings to stay proficient in IT.	
TYPICAL WORKING CONDITIONS		
Work environment includes moderate exposure to unusual elements such as extreme temperatures, elevations, dirt, dust, fumes, unpleasant odors, and/or loud noises as incumbent will occasionally work outside of a physical office, in a State Park environment. State Parks are located in various climatic environments from hot, dry deserts to coastal beaches, cool forests, and mountainous areas. Incumbent will operate and navigate 4x4 vehicles, ATVs, SUVs or motorcycles in remote park locations and may need to walk or hike to remote areas of parks with a wide range of terrain.		
TELEWORK DESIGNATION:		
This position is designated as not telework eligible.		
SPECIAL REQUIREMENTS:		
Travel is required, Class C Drivers License, Live Scan.		
The statements contained in this job description 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. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.		
SUPERVISOR STATEMENT: I CERTIFY THIS DUTY STATEMENT REPRESENTS AN 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 (PRINT OR TYPE)	SUPERVISOR SIGNATURE	DATE
EMPLOYEE STATEMENT: I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.		
EMPLOYEE NAME (PRINT OR TYPE)	EMPLOYEE SIGNATURE	DATE



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