

JOB DESCRIPTION AND POSITION CLASSIFICATION

CLASSIFICATION Information Technology Specialist II		DWR POSITION NUMBER 0520-1414-xxx	SAP POSITION NUMBER 50000515	MCR 1
APPOINTEE Vacant		SAP PERSONNEL NO.	DIVISION/SECTION DTS / Enterprise Operational Services	
COLLECTIVE BARGAINING IDENTIFIER Management Related BU: ☐ Supervisory Related BU: ☐ Confidential Related BU: ☒ Rank and File BU: R01				
RESPONSIBILITIES EXERCISED ☐ Supervisory ☐ Lead Person		IMMEDIATE SUPERVISOR (Print) Corinne Martell		SUPERVISOR'S CLASSIFICATION Information Technology Manager I
APPROVED BY (Personnel Analyst's Name) Estevez Contreras			DATE 09/08/2026	
<i>Percent of Time</i>	<i>Activity</i>			
45%	POSITION SUMMARY Under the direction of the Enterprise Operational Services Manager, the position serves as an Identity and Access Management Administrator. The position's duties and activities are performed primarily within the System and Software Engineering technical domains. The incumbent provides highly technical services in support of the Department's Office 365 cloud platform and Identity Management technology environments. The position is responsible for providing technical architecture and technical operations services for the Department's Identity Management ecosystem and Office 365 cloud environment. The incumbent ensures the technical health, operational reliability, and readiness of the technical components and landscapes. The position must adhere to all Department Information Technology policies and standards as set by the Department's Manager of the Division of Technology Services. ESSENTIAL FUNCTIONS This position requires that the incumbent work cooperatively with others; maintain regular, predictable, and consistent attendance; exercise good judgment; provide excellent service to internal and external customers; and complete assigned projects and tasks on time at a level commensurate with the position classification. The incumbent must demonstrate the following: respect for coworkers and managers by being courteous, considerate, and professional; openness and trust by being straightforward, listening respectfully, sharing information, and being receptive to innovation; and accountability by taking responsibility for one's own actions/inaction and the subsequent outcomes. SPECIFIC DUTIES INCLUDE: Serve as Identity and Access Management Administrator. Design, implement, maintain, and operate Department's Identity Management (IM) ecosystem. Provide access controls to systems to maintain security utilization of Identity Access Management (IAM) and hybrid identity management system. Configure and maintain cloud specific IM security and compliance to ensure resilience and secure operations. Perform implementation and regular review of IM run-time policies across aggregated subscriptions.			
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.				
SUPERVISOR'S NAME (Print) Corinne Martell		SUPERVISOR'S SIGNATURE ➤		DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT.				
EMPLOYEE'S NAME (Print)		EMPLOYEE'S SIGNATURE ➤		DATE

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	Maintain identity governance and administration [IGA], privileged access management [PAM], access management [AM]. Perform user account management life-cycle activities and tasks. Develop and maintain system administration operating processes, and procedures. Serve as Global Systems Administrator for enterprise-level Microsoft Azure Active Directory (AAD), Active Directory Federated Services (ADFS), Exchange, and Office 365. Implement, maintain and manage defined systems specifications and parameters through system interfaces and/or PowerShell. Perform analysis of IM ecosystem environment capabilities and make recommendations for optimization. Develop and execute production release management processes and procedures. Plan and deploy the technical activities necessary to keep the systems maintained with current releases of software. Develop and maintain IM standard operations processes, practices, and procedures. Design, configure, and implement system controls to enforce defined policies. Monitor system usage logs and perform regular security and health analysis of the systems. Perform backup and recovery tasks to ensure system security, disaster recovery, and operational recovery. Perform use account management activities for Active Directory, E-mail, and File Directories.			
30%	Provide technical expertise on enterprise-level Office 365 cloud platforms and systems. Perform activities related to the design, development, execution, and sustainability of enterprise Office 365 technical frameworks, technology environments, and systems architectures. Develop, implement, and maintain standard operations processes and procedures for environment. Establish and monitor technical practices and standards that govern technical and operations functional activities. Configure system specifications, deployments, and maintenance. Establish proper level of critical system platform health care including patch schedules, upgrade cycles, capacity management, performance management, and regular maintenance activities. Monitor and analyze systems utilization to evaluate system health, capacity capability, and performance. Perform configuration of Office 365 cloud run-time policies and maintain policies. Perform system configuration and upgrade maintenance of 365 cloud operations. Deploy and operate recoverability of enterprise Office 365 cloud software platform and data.			
20%	Perform Level 2 and 3 technical support activities. Perform problem troubleshooting and resolution actions. Perform required troubleshooting activities to resolve system issues. Execute procedures for incident and problem escalation. Monitor Service Request tickets and ensure completion of requests within defined service-level agreement. Serve as Technical Project Manager on Cloud and Identity related efforts. Maintain documentation of IM and Office 365 ecosystems. Perform research and development activities related to technical and business needs. Perform product evaluation and testing. Provide expert-level technical consulting to other program areas and technical domain staff.			
5%	Effectively represents the Division in meetings. Participate in technology planning efforts and on various IT committees. Serve on special projects as assigned by management. Provide recommendations to management on technical issues and areas of improvement. Prepare thorough and accurate reports/presentation material. Makes clear and concise presentations to management and program staff areas.			

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	OTHER RESPONSIBILITIES This position provides necessary support to the Divisions of Flood Management, Safety of Dams, Operations and Maintenance, Engineering, and/or the Public Affairs Office during Governor declared emergencies, flood, dam, State Water Project, and other incidents and emergencies. Additionally, this position may participate in emergency operations in the capacity of area teams, field inspection, coordination, and assist agencies such as Governor's Office of Emergency Services and Federal Emergency Management Agency in disaster work including performing fieldwork to complete damage survey reports for droughts, flooding, earthquakes, and other emergencies. This position may also serve in one of the sections as established in the Incident Command System to assist the Department in performing its emergency preparedness, response, recovery, and mitigation functions. These functions are established in the California State Emergency Plan and the Department's Administrative Orders. SPECIAL REQUIREMENTS Position requires incumbent to obtain and maintain Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) certifications. May be required to work extended hours and travel to various locations throughout the State of California when requested. Incumbent shall maintain strict confidentiality in regard to departmental data and systems, identity management, system accounts, and information security items that they have access to via any assigned privilege accounts (These are accounts assigned to an employee that require privileges over-and-beyond the standard user production account, e.g. system administrator, applications administrator, domain administrators). Incumbent must maintain strict confidentiality when participating in any e-discovery or forensics type of activities, or any other situations where discretion is required. 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. The Department of Water Resources is committed to its mission and employees, and we are grounded in our commitment to public safety. Regular, consistent, and predictable attendance is essential to the successful performance in this position.			

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	KNOWLEDGE, SKILLS, AND ABILITIES - Must have extensive knowledge of and experience in information technology concepts, practices, methods and principles; - Experience in enterprise-level systems and operations administration; - Excess knowledge and experience in Microsoft Active Directory and Azure AAD; - Knowledge and experience in Directory Services; - Possess a working knowledge of networks and systems interact with security controls; - Experience with Office 365 as both a user and administrator; - Knowledge and experience in Microsoft operating systems; - Experience in the development and documentation of standard operations processes, practices, and procedures; - Strong verbal and written communication skills, as well as interpersonal and problem solving skills; - Must possess leadership skills necessary to lead a larger and complex technology environment.			