DUTY STATEMENT

Employee Name: Vacant	Current Date: 9/3/26
Classification: Information Technology Supervisor II	Position #:812-010-1404-002
Division/Office: Office of the Secretary	CBID: S01
Section: IT Services	
Supervisor Name: Sally Jones	Supervisor Classification: Information Technology Manager II

I certify that this duty statement represents an accurate description of the essential functions of this position.	
Supervisor:	Date:

I have read this duty statement and agree that it represents the duties I am assigned.	
Employee:	Date:

SPECIAL REQUIREMENTS OF POSITION (IF ANY):

☒ Designated under Conflict of Interest Code
☐ Duties performed may require pre-employment physical.
☐ Duties performed may require drug testing.
☐ Duties require participation in the DMV Pull Notice Program.
☐ Requires the utilization of a 32-pound self-contained breathing apparatus.
☐ Operates heavy motorized vehicles.
☐ Requires repetitive movement of heavy objects.
☐ Works at elevated heights or near fast moving machinery or traffic.
☐ Performs other duties requiring high physical demand. (Explain below):
☐ Duties require use of hearing protection and annual hearing examinations.

SUPERVISION EXERCISED

☐ None	☐ Lead Person
☐ Supervisor	☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises:

3.0 Information Technology Associates
2.0 Information Technology Specialist Is

Total number of positions in Section/Branch/Office for which this position is responsible: 5

FOR LEADPERSONS OR TEAM LEADERS ONLY:

Indicate the number of positions by classification that this position LEADS:

MISSION OF SECTION:
The mission of the California Environmental Protection Agency (CalEPA) is to restore, protect and enhance the enviornment and to ensure public health, environmental quality, and economic vitality. The Office of the Secretary heads CalEPA by overseeing and coordinating the activities of one office, two boards, and three departments dedicated to improving California's environment. CalEPA fufills its mission by developing, implementing, and enforcing environmental laws that regulate air, water and soil quality, pesticide use, and waste recycling and reduction.

The Fiscal and Administrative Programs Unit under CalEPA's Office of the Secretary, ensures the effective and efficient allocation and use of resources for environmental regulatory programs. The Unit communicates, coordinates, implements and oversees fiscal, human resources, administrative policies, and information technology throughout the Agency. The Unit also administers the Office of the Secretary's budget and office operations.

CONCEPT OF POSITION:

Under the general direction of the Project Management Office (PMO) Manager, the Information Technology Supervisor II (IT Sup II) serves as the Virtual Conferencing Technology Expert and working supervisor for the agency's enterprise audio-visual (AV), digital collaboration, and Help Desk support units. The incumbent plans, organizes, and supervises the work of technical staff responsible for configuring, deploying, supporting, and maintaining complex virtual conferencing infrastructure, workplace communication technologies, and end-user support services.

The incumbent provides supervision and direction for help desk operations, including ticket triage, incident response, service request fulfillment, escalation management, customer service standards, and coordination with technical teams to ensure timely resolution of user issues. The incumbent acts as a subject matter expert, overseeing the resolution of high-level escalation issues, managing vendor relations, and ensuring secure, high-availability video, broadcast, collaboration, and support services for internal business operations and public agency proceedings.

The Virtual Conferencing Technology Expert directs the day-to-day operations of the AV, virtual collaboration, and Help Desk support teams. The incumbent aligns system performance and customer support services with strategic technical objectives; supervises personnel in installing, supporting, and troubleshooting integrated meeting hardware, cloud collaboration platforms, end-user devices, and service desk technologies; and manages large-scale implementation projects to enhance the agency's digital workplace and customer support capabilities.

The incumbent is also responsible for understanding and demonstrating the core competencies of collaboration, communication, customer engagement, digital fluency, diversity and inclusion, innovative mindset, interpersonal skills, and resilience.

% OF TIME	RESPONSIBILITIES OF POSITION
40% - E	Provide supervision and direction for day-to-day operations by establishing work priorities, required deliverables in support of CalEPA business operations, applicable deadlines, and performance expectations. Direct and monitor AV, virtual collaboration, and help desk support activities, including ticket intake, triage, incident response, service request fulfillment, escalation management, and customer service delivery. Monitor staff workload and implement standardized workflows to ensure consistent compliance with service level agreements (SLAs) supporting enterprise agreements, shared IT services, and help desk operations. Establish performance standards; complete probationary reports and annual performance appraisals; identify training and development needs; and support staff professional development, including the use of emerging digital communication, collaboration, and customer support tools. Plan, organize, and evaluate the work of multi-disciplinary information technology teams responsible for audio-visual systems integration, virtual collaboration support services, and help desk operations. Ensure staff provide timely, accurate, and professional technical support to end users and coordinate with other IT teams to resolve complex or cross-functional service issues.
25% - E	Lead the development, review, and ongoing maintenance of comprehensive technical documentation, including system architecture diagrams, configuration baselines, knowledge base articles, service desk procedures, and standard operating procedures for the Audio-Visual (AV), Virtual Collaboration, and Help Desk Support teams. Review and document the architecture, secure configuration, and administration of enterprise virtual conferencing environments, cross-platform cloud integrations, endpoint support tools, ticketing systems, and associated hardware peripherals. Coordinate with network engineering, information security, desktop support, and enterprise services staff to develop and implement governance policies and technical controls that protect data privacy during public webcasts, support secure end-user assistance, and ensure adequate system capacity and bandwidth. Serve as the final technical escalation point for highly complex hardware, network, software, collaboration platform, AV, and help desk issues that impact critical

	communication services or business operations. Provide onsite technical support for high-profile executive meetings, critical legislative broadcasts, urgent customer support needs, and off-hours major infrastructure deployments, as operationally required.
25% - E	Lead and coordinate operational and project activities for the replacement of obsolete equipment and the upgrade of hardware, software, collaboration platforms, and help desk support tools to enhance security, improve operational efficiency, and increase end-user productivity. Develop project documentation, including scopes of work, procurement specifications, and cost estimates for technology refresh efforts, hardware upgrades, software licensing, service desk improvements, and customer support enhancements. Lead complex information technology projects involving audio-visual (AV) infrastructure modernization, conference room configuration and modifications, virtual collaboration platform improvements, help desk process enhancements, ticketing system optimization, and the implementation of automated or AI-enabled virtual meeting and support capabilities, as appropriate. Manage relationships with third-party vendors, systems integrators, and service providers to ensure accountability, compliance with contractual requirements, and timely delivery of project objectives and outcomes.
10% - M	Lead and support agency-wide digital fluency and customer support initiatives by developing end-user onboarding materials, quick-reference guides, knowledge base content, help desk scripts, and standardized training curricula to promote consistent and effective use of collaboration technologies and IT support services. Participate in enterprise information technology strategic planning activities and serve on agency governance committees or panels, as assigned by executive leadership.