

DUTY STATEMENT☐ **CURRENT**☒ **PROPOSED**

RPA Number: HRC0001335	Classification/CBID: Information Technology Specialist II	Position Number: 810-250-1414-017
Incumbent Name:	Working Title: IT Telecommunications Specialist	Effective Date:
Tenure: Permanent	Time Base: Full-Time	Intermittent Hours Per Month:
Program/Division: OEIM	Branch/Section/Unit: Enterprise Infrastructure Services	Reporting Location: Headquarters (HQ)
Supervisor's Name: Helio Rodriguez	Supervisor's Classification: IT Manager I	Position Telework Eligible: ☒ YES ☐ NO
Confidential Designation: ☐ YES ☒ NO	Designated Position for COI: ☒ YES ☐ NO	Position Designated Bilingual: ☐ YES ☒ NO
Supervision Exercised: ☐ None ☒ Lead ☐ Managerial ☐ Supervisory		

General Statement

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and adhere to department policies and procedures regarding attendance, leave, and conduct.

Equity Statement

The Department of Toxic Substances Control (DTSC) values diversity, equity, and inclusion throughout the organization. We foster an environment where employees from a variety of backgrounds, cultures, and personal experiences are welcomed and can thrive. We believe the diversity of our employees is essential to inspiring innovative solutions. Together we further our mission to protect California's people and environment from harmful effects of toxic substances by restoring contaminated resources, enforcing hazardous waste laws, reducing hazardous waste generation, and encouraging the manufacture of chemically safer products.

Position Description

Under the general direction of the Information Technology Manager I (ITM I), the Information Technology Specialist II (IT Spec II) serves as the department's IT Telecommunications Specialist. IT Spec II leads the design, implementation, and management of comprehensive IT telecommunication systems. As a project manager and business systems analyst, the incumbent works closely with business partners to plan, design, implement, and manage IT projects and solutions. In collaboration with IT staff and customers, IT Spec II delineates business needs and defines system requirements. The incumbent employs departmental project management methodologies to manage IT projects and ensure customer needs are met, departmental standards are followed, and project milestones and deliverables are accomplished. Specific duties include, but are not limited to:

Essential Functions (Including percentage of time):

40%	<u>Telecommunications Management and Support</u> Provides comprehensive technical support across multiple communication platforms, including landline systems, VOIP setups, and softphone applications. Troubleshoots call quality, system integration, and hardware issues, as well as managing voice mail support and mobile device troubleshooting. Handles routine administrative tasks such as password resets and phone number relocations and opens service requests with phone providers to resolve technical issues promptly. Delivers webinar support using standard webinar software, ensuring that customers can seamlessly participate in virtual sessions. Maintains detailed documentation of support activities to generate reports on performance trends and recommends process improvements, ultimately contributing to efficient telecommunications operations and enhanced customer service.
20%	<u>Business Systems Analysis and User Research</u> Performs business needs analysis, system analysis, benchmarking, design, documentation, testing, and training for departmental IT applications development efforts to efficiently and effectively implement automated business solutions using industry standard processes outlined in the Systems Development Lifecycle (SDLC) to increase staff efficiency and reduce staffing costs. Analyzes existing products to facilitate the creation of functional designs and ensures the use of a structured approach to system performance issues. Utilizes a variety of tools and processes, such as use cases, prototyping, joint requirements development sessions, and stakeholder identification and analysis, to gather and validate business requirements and ensure IT application development projects satisfy business opportunities or solve business problems. Gathers and documents software development specifications and requirements from various sources to facilitate business needs and assesses business implications of technology to the current and future business environment. Develops and maintains standards and procedures to support and ensure consistency during the development, implementation, and maintenance of software systems. Monitors and reviews software development activities to ensure compliance with specifications, requirements, and standards.
15%	<u>Project Initiation and Management</u> Meets with managers, technical staff, and system users to provide guidance on existing and proposed IT projects, and ensure deliverables satisfy stated business needs and meet quality expectations. Collaborates with the Technical Advisory Committee to identify and evaluate alternatives and recommend optimal solutions. Assists management with the most complex, critical, and sensitive issues related to the oversight of the project management and system development lifecycles. Manages IT application development projects by employing project management methodologies and delivering automated solutions on time, as well as within budget and scope, to increase efficiency and reduce business costs.
15%	<u>Program Support</u> Administers office IT equipment inventory database for all computers, monitors, printers, and peripheral equipment, ensuring that equipment is in working order and has all required software updates; administers the office e-waste process including documenting items for Department of General Services (DGS) approval and scheduling e-waste pick-up dates with E-waste recyclers; reviews program/office IT purchase requests prior to submittal to the OEIM procurement; when requested, prepares written reports for supervisor's review. Sets up, moves and/or replacement of IT equipment, and deploys computer images, , either on scheduled time frames or as necessary; performs end of life asset management; ensures that an adequate IT equipment is available to office staff, ensuring all equipment is in good operating condition; assists customers with equipment issues; conducts follow-up with customers to ensure positive resolution of problems or issues; answers customer questions regarding system procedures, system status, and downtime procedures.
5%	<u>Administrative Duties</u> Performs administrative duties including but not limited to the following adheres to Department policies, rules, and procedures; submits administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately reports time in the Daily Log system and submits time sheets by the due date.

Marginal Functions (Including percentage of time):

5%	<u>Information Technology Projects/Other Related Duties</u> Completes information technology projects for HQ or Regional office locations, which may include specific long-term and general infrastructure maintenance and IT improvement projects as necessary; performs other related duties as required, as assigned within the classification of this position. Develops, revises, and submits service desk procedures and manuals. Develops work plans and proposals; provides status reports and workload data to management as requested; prepares ad-hoc reports.
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Consequences of Error: (if applicable)**Typical Physical Conditions/Demands:**

The work typically requires sitting for prolonged periods while reading, writing, typing, and participating in meetings. The position requires bending and stooping. The job requires extensive use of a personal computer and the ability to sit/stand at a desk, utilize a phone, and type on a keyboard for extended periods of time. It may be required to stand, bend, squat, reach, grasp and pick up items consistent with office work. The incumbent may be required to lift XX pounds and occasionally stand, bend, squat, reach, grasp, or kneel for long periods.

Typical Working Conditions:

Works in multi-story building, in a cubicle office setting using a variety of office equipment, e.g., computers, telephones, copiers, etc., with artificial light and temperature control, and attends meetings in similar settings. On an as-needed basis, work outside normal work hours, including evenings and weekends, may be required. A telework schedule may be available (the incumbent will be expected to be available through various platforms throughout the day to communicate on work related activities). The work schedule is Monday through Friday. Travel may be required locally and within the state. If travel is required, it will be by commercial carrier or auto, whichever method is in the best interest of the State. This position will have daily contact with DTSC staff, external state, and federal agencies, and local government representatives, and the public either in person, via email/telephone, or videoconferencing.

Special Requirements of Position (Check all that apply):

- ☐ Duties performed may require pre-employment and/ or routine screenings (background/criminal/fingerprint clearance, drug testing, fingerprinting, physical, etc.).
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ Requires repetitive movement of heavy objects and/or operation of heavy machinery or motorized vehicles.
- ☐ Other (Explain below)

Explanation:

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 a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date

Employee Statement

I have discussed these duties with my supervisor and have been provided a copy of this duty statement. I certify I have read, understand, and can perform the duties of this position either with or without reasonable accommodation*.

**A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity. (If you believe reasonable accommodation is necessary, check yes. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Reasonable Accommodation Coordinator.)*

Do you need a reasonable accommodation to perform the essential functions of this position?	☐ YES ☐ NO
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Employee Name	Employee Signature	Date

HUMAN RESOURCES BRANCH USE ONLY:

- ☒ Duties meet class specifications and allocation guidelines.
☐ Exceptional allocation, STD 625 on file.

Analyst initials: SB Date Approved: 9/3/2026

Revision Date (if applicable): Click or tap to enter a date.