

☐	Current
☒	Proposed

Classification / Working Title Information Technology Specialist II	Employee Name
Position Number 014-005-1414-004	Supervisor Name / Classification TBD, Information Technology Manager
Division / Branch / Unit ITSD/IOS/ Network & Server Management	Effective Date
Collective Bargaining Unit Identifier (CBID) R01	Work Week Group (WWG) E
Tenure Permanent	Timebase Full Time
Physical CDFA Headquarters Location 1220 N Street, Sacramento, CA 95814	Division / Program Hyperlink https://www.cdfa.ca.gov/
As an employee of the California Department of Food and Agriculture (CDFA), we are stewards of public resources, we operate in a transparent, authentic, and ethical manner and are accountable for our actions. We expect true, open partnership with our colleagues within CDFA and with our partners outside of CDFA. We demonstrate courtesy, dignity, compassion, and consideration in every interaction. Together, we strive to create a workplace and implement programs that promote diversity, equity, belonging, and accessibility. We base our vision for the future and our everyday decisions on fair, objective measures and cutting-edge science.	
Division / Branch / DAA Information: The Information Technology Services Division (ITSD) is responsible for the oversight and management of all information technology and telecommunications activities including, but not limited to, information technology, information security, and telecommunications personnel, contractors, systems, assets, projects, purchases, and contracts. ITSD is tasked with ensuring compliance with state information technology policy and conformance to state information technology and telecommunications policy and enterprise architecture. The range of services that ITSD provides encompasses the areas of Technology Governance, Application Development Services, Customer Support and Services, Infrastructure and Security Operations, Enterprise Architecture, and Procurement. ITSD provides IT services to over 2,000 employees in eight major program areas as well as executive and administrative staff distributed over 100 locations throughout the state including district and field offices in 32 counties, two extraterritorial offices in Hawaii and Arizona, and 16 agricultural stations at the state's borders.	
Position Identification: Under the general direction of the Information Technology Manager I (IT Manager I), the Information Technology Specialist II (IT Specialist II) acts as a senior infrastructure engineer working on the most complex IT assignments and issues that impact the Department statewide. The incumbent performs duties within the System Engineering, Client Services, and Information Security Engineering domains. The incumbent is expected to be proficient and have strong working knowledge in the following competencies with monitoring, maintenance, support, and troubleshooting services for the Department's on-premise and Cloud solutions for Azure, Windows server environment, Active Directory, Azure Entra ID, file services, SAN storage services, firewall services, Virtual Private Network (VPN) services, Wide Area Network (WAN), Local Area Network (LAN), Network Access Control (NAC) systems, Web Application Firewall (WAF), wireless controller and access points, protection and management solutions, network switches, and server virtualization services.	
Special Requirements: ☐ Conflict of Interest Filer (Form 700) ☐ California Driver's License	

STATE OF CALIFORNIA
DEPARTMENT OF FOOD AND AGRICULTURE
HUMAN RESOURCES BRANCH
DUTY STATEMENT
SO-92 (EST. 12/2025)

☐ Medical Clearance		☐ Travel Required over 10% - Employer Pull Notice (EPN) Required	
☐ License / Certificate Required		☐ Field Work: ____%	
☐ Bilingual: Pass a State written and/or verbal proficiency exam in _____		☐ Other (Specify): _____	
☒ Telework (TW) Eligible: The amount of telework is at the discretion of the CDFA. It is based on the current TW policy and is subject to change.			
Essential Functions:			
40%	Network, Server, Storage, and Cloud Systems Design and Engineering - Ensure ongoing infrastructure service and system security and compliance with State Administrative Manual (SAM), Statewide Information Management Manual (SIMM), and other required guidelines, standards, and regulations. - Ensure infrastructure service and system designs and operations meet business continuity, recovery, and performance expectations and requirements. - Design, plan, test, implement, and optimize enterprise infrastructure services and systems including but not limited to servers, storage, firewalls, switches, NAC solutions, WAF solutions, wireless access controllers and access points, and monitoring tools. - Design, plan, test, implement, and optimize enterprise authorization, identity, and access management solutions, ensuring safe and appropriate integration with internal and external IT services and partners. - Review documentation and assist property management teams in providing network, wireless, and telecommunication design details for CDFA properties. - Develop and validate IT service concepts and theories, and design and implement compatible solutions for IT projects and service requests, ensuring proper development, test, and production environment planning and use.		
30%	Infrastructure Services and Systems Administration, Support, and Maintenance - Monitor, maintain, troubleshoot, and resolve issues with enterprise infrastructure services and systems including but not limited to cloud services, servers, storage, firewalls, VPN services, LAN and WAN services, switches, NAC solutions, WAF solutions, wireless access controllers and access points, and monitoring tools. - Implement, optimize, maintain, and resolve issues with enterprise cloud email, storage, office productivity, and collaboration services. - Provide second- and third-tier support for enterprise authorization, identity, and access management solutions, including troubleshooting and resolving integration issues with internal, external, and third-party IT services. - Lead and assist ITSD support teams and resolve issues with the administration, configuration, testing, and use of office productivity and endpoint protection and management tools and solutions to optimize user and endpoint security, support, and maintenance. - Establish, maintain, and optimize enterprise system and infrastructure service patching procedures and operations on an ongoing basis following established vulnerability remediation standards and requirements. - Assist security teams in proper and ongoing implementation and execution of vulnerability scanning and reporting solutions.		
25%	Research, Analysis, Documentation, and Reporting		

	• Develop and present requests for change to the Change Approval Board for infrastructure system and service additions, amendments, and retirements. • Research, evaluate, and provide recommendations on infrastructure systems and solutions for management approval. • Maintain IT standards documentation on an annual basis, ensuring compliance with industry standards and State requirements. • Create, maintain, and present architectural designs and configurations for infrastructure hardware, software, and network communication paths. • Analyze contract and project documentation and provide scope, requirements, milestone, and deliverable information for infrastructure functions as needed to ensure successful project execution. • Actively participate in IT audits and assessments to research and provide documentation, artifacts, and evidence as required for infrastructure system and service inquiries.
Non-Essential/Marginal Functions:	
5%	• Perform other job-related duties as requested by supervisor.
Desirable Qualifications: Working knowledge and experience with: • Industry-standard LAN/WAN technology protocols and processes (e.g., DNS, DHCP, and TCP/IP); • Analytical procedures and methods; • The California State Administrative Manual (SAM) and Statewide Information Management Manual (SIMM); and • Administering and supporting the following infrastructure and security-related services and platforms: ○ Next generation firewalls, web filtering, and switching platforms, such as Palo Alto Networks (PAN), Aruba, Juniper, and Cisco; ○ Identity and authentication solutions, such as Microsoft Entra ID/Windows Active Directory ○ Server operating systems, such as Microsoft Windows Server; ○ Server virtualization, such as VMware vSphere; ○ Cloud-based office productivity and security solutions, such as Microsoft/Office 365 (M365/O365), including MS Advanced Threat Protection/Defender for Endpoint/Identity/Office platforms; ○ Cloud solutions, such as Azure Cloud services and Amazon Web Services (AWS) ○ Endpoint management solutions, such as Microsoft Intune; ○ Server patching solutions and related services, such as Windows Server Update Services and Azure Arc; ○ Enterprise VPN services, such as PAN Global Protect; and ○ Enterprise protection platforms, such as the Microsoft Defender suite of products. Ability to: • Effectively communicate both verbally and in writing; • Ability to give presentations, participate in meetings, and interact with other staff. • Develop clear, accurate, and concise reports, correspondence, issue papers, memorandums, and other types of written communication; • Communicate and interact effectively with business and technical personnel with various levels of IT knowledge; • Demonstrate strong interpersonal skills; • Apply technical knowledge effectively and methodically; and • Provide operational support services that adhere to Departmental standards, policies, practices, procedures, standards, and other governing State laws.	
Work Environment and Equipment Used:	

STATE OF CALIFORNIA
DEPARTMENT OF FOOD AND AGRICULTURE
HUMAN RESOURCES BRANCH
DUTY STATEMENT
SO-92 (EST. 12/2025)

The duties of this position are performed in a combination of office, remote, and field environments. Work may occur at CDFA headquarters, field offices, inspection stations, laboratories, agricultural facilities, and other departmental or partner locations throughout the state. The incumbent regularly uses standard office equipment and technology, including desktop and laptop computers, mobile devices, printers, multifunction devices, and communication tools such as telephones, headsets, and remote support platforms.

The position requires the ability to sit or stand for extended periods while working at a computer, as well as the ability to bend, reach, and move equipment as needed. Tasks may involve lifting, carrying, or positioning IT hardware, typically up to 50 pounds. Field assignments may require walking across uneven surfaces, working in various weather conditions, and navigating secure or operational facilities.

The incumbent must be able to travel to CDFA locations statewide using state approved transportation. Occasional overnight stays, schedule adjustments, or after-hours work may be required to support operational needs, deployments, or urgent field issues. Regular or recurring telework may be approved in accordance with CDFA's Telework Policy and operational requirements.

Physical/Mental Abilities:

They should also be able to: push buttons on a keyboard, calculator, photocopy machine, facsimile machine, and telephone; grasp papers, small objects, and manuals; access upper and lower files and cabinets; and exert up to 15 lbs. of force occasionally and/or a negligible amount of force frequently in order to move or position objects.

Travel to various CDFA facilities and sites throughout the state as needed using various means of transportation systems; overnight stays, and weekend and off-shift work may be required.

Employee Certification

This duty statement reflects the typical duties of the essential functions described for the position. It is not considered an all-inclusive list of work requirements. I have read and discussed the duties of this position with my supervisor and understand I may perform other duties as assigned, including but not limited to, work in other functional areas to cover absences, peak work periods, or balance workload.

I certify I possess qualifications, including but not limited to, integrity, initiative, dependability, good judgement, and the ability to work cooperatively with others. Additionally, I am able to perform the assigned duties with or without reasonable accommodation. Should I have any concerns about performing the assigned duties, I will discuss them with the hiring manager who will provide the required information for the Office of Civil Rights.

I have read the duty statement and discussed the duties with my supervisor.

Employee Name (Print)	Signature	Date
Supervisor Statement: I have discussed the duties outlined in the duty statement and provided a copy to the employee.		
Supervisor Name (Print)	Signature	Date

CC: Employee
Official Personnel File
Supervisor's Drop File