



State of California
California Energy Commission
DUTY STATEMENT
CEC-004 (Revised 4/2024)

Classification(s): Information Technology Specialist I

Working Title: IT Help Desk Support

Position Number: 535-210-1402-029

Division/Branch or Office: Administrative and Financial Services Division, Information Technology Services Branch, Customer Support Unit

Collective Bargaining Identifier (CBID): R01

Work Week Group (WWG): E

Date Approved: October 20, 2026

Conflict of Interest (COI): ☒ Yes ☐ No

If yes, this position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment, which identifies pertinent personal financial information.

Job Description

Under the direction of the Information Technology Supervisor II, the Information Technology Specialist I (ITS I) serves as a technical lead responsible for the administration, implementation, security, and lifecycle management of enterprise endpoint, identity, productivity, and IT service management technologies supporting the California Energy Commission (CEC). The incumbent independently performs advanced technical analysis, system administration, cybersecurity operations, threat analysis and response, project management, security-related activities, ServiceNow administration and process improvement, and technology planning in support of the organization's business and operational needs. The ITS I serve as a subject-matter expert in endpoint management, cybersecurity, identity management, Microsoft 365 services, ServiceNow, and device lifecycle management technologies.

Essential Duties

30% Independently administer, maintain, and support enterprise endpoint security solutions, including Microsoft Intune, mobile device management technologies, and related security

controls. Develop and maintain endpoint security configurations, compliance policies, security baselines, and vulnerability remediation strategies. Monitor and analyze security events and alerts to identify threats, vulnerabilities, and indicators of compromise. Investigate and respond to cybersecurity incidents involving CEC-managed endpoints, including containment and remediation activities. Evaluate endpoint security technologies and recommend improvements to strengthen the CEC's security posture and protect organizational information assets.

- 20% Administer, maintain, and support the CEC ServiceNow environment, including incident management, service requests, workflows, notifications, and reporting. Process, manage, and resolve IT incidents and service requests within ServiceNow, ensuring accurate documentation, timely resolution, and appropriate escalation. Develop, configure, test, and implement ServiceNow solutions to improve IT service delivery, workflow efficiency, automation, and customer service. Troubleshoot complex ServiceNow issues, maintain technical documentation, and recommend improvements to ServiceNow processes and functionality.
- 15% Administer and support enterprise identity and access management solutions, including Microsoft Entra ID, multifactor authentication, account provisioning, group management, licensing, and access controls. Administer and support Microsoft 365 services, including Exchange Online, Microsoft Teams, SharePoint Online, OneDrive, and related productivity technologies. Troubleshoot complex identity, authentication, authorization, and Microsoft 365 issues; analyze business and access requirements; implement approved enhancements; and recommend improvements to security, service delivery, and operational effectiveness.
- 15% Lead and participate in information technology projects involving endpoint management, identity management, Microsoft 365, ServiceNow, process automation, and process improvements. Evaluate technical solutions, coordinate implementations, perform testing, and develop recommendations that support organizational objectives. Serve as a technical resource and escalation point for complex technology issues, provide technical consultation to management and staff, develop technical procedures and documentation, conduct training, and promote best practices for supported technologies.



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- 10% Administer, maintain, and support enterprise network and telecommunications technologies, including wireless network infrastructure, telecommunications devices, voice and collaboration technologies, and related services. Manage and maintain telecommunications devices, services, and user accounts, including device assignments, account provisioning, configuration, changes, and lifecycle activities. Troubleshoot complex telecommunications issues, analyze performance and connectivity problems, coordinate with internal and external technical resources, and implement approved solutions.
- 5% Provide technical support for in-person, hybrid, and virtual meetings utilizing Microsoft Teams and other collaboration technologies. Troubleshoot audio, video, conferencing, and presentation-related issues; assist staff with meeting setup and support; coordinate with stakeholders to ensure successful meeting operations; and provide technical assistance during meetings and special events as needed.

Marginal Duties

- 5% Perform other duties as required, consistent with the classification specifications.

Working Conditions

The CEC supports a hybrid workplace model with office-based and remote-centered workers. Limited in-person attendance and occasional travel may be required based on the needs of the division. Regular and consistent attendance is essential to successful performance. This position is remote-centered, which means the incumbent works 50 percent or more of their time from an alternate work location.

Diversity and Inclusion Statement

Serving all Californians, the CEC embodies diversity, equity, and inclusion, and has taken an active and meaningful role in creating an environment that enables each employee to thrive.

Employee's Acknowledgement: I certify that I am able to perform, with or without the assistance of a reasonable accommodation, the essential duties of this position.

Employee's Name (Print): _____

Employee's Signature: _____ **Date:** _____

Supervisor's Acknowledgment: I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

Supervisor's Name (Print): _____

Supervisor's Signature: _____ **Date:** _____