

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).**INSTRUCTIONS:** Before completing this form, read the instructions located on last page.**Section A: Position Profile**

A. DATE 10/9/2026	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		E. POSITION WORKING TITLE Logistics & Technical Support Specialist
F. CURRENT POSITION NUMBER 695-952-1402-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-952-1402-001
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Broadband / Middle-Mile Broadband Initiative / Rancho Cordova PG1		I. SUPERVISOR NAME AND CLASSIFICATION Mackenzie Shea, IT Supervisor II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY / 8:00AM – 5:00PM / DAY		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK ☐ YES ☒ NO DRIVING AN AUTOMOBILE ☐ YES ☒ NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) ☒ Business Technology Management ☐ IT Project Management ☒ Client Services ☐ Information Security Engineering ☐ Software Engineering ☐ System Engineering
	Organizational Setting and Major Functions Under direction from an IT Supervisor II, the Information Technology Specialist I performs technical logistics coordination, inventory and configuration management, operational reporting, and ITIL-aligned technical support for Middle Mile Broadband Network (MMBN) deployments. The incumbent exercises independent judgment within established policies and broadly defined objectives, ensuring technical accuracy, operational continuity, and adherence to governance standards. The Specialist I serves as a technical resource and coordinates activities affecting statewide deployment schedules and equipment readiness
% of time performing duties 30%	Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.) Broadband Equipment Logistics <ul style="list-style-type: none">Coordinates full lifecycle logistics for network devices including staging, imaging, labeling, packaging, and shipment preparation.Verifies technical specifications and configuration requirements for deployment readiness.Tracks shipments, delivery timelines, and site-specific requirements and resolves routine issues.Develops deployment readiness reports supporting operational planning
25%	Inventory & Configuration Management <ul style="list-style-type: none">Maintains CMDB/ITAM records with high technical accuracy, updating configuration and lifecycle documentation.Ensures inventory and configuration data comply with ITIL standards and statewide governance policies.Conducts inventory audits and resolves discrepancies using established analytical techniques.Provides data and analysis supporting operational reporting and governance activities.
10%	Deployment Coordination & Field Support <ul style="list-style-type: none">Prepares detailed bill-of-materials (BOMs) and deployment packages for field technicians.Coordinates logistics for installations, upgrades, maintenance windows, and emergency replacements.Serves as a technical contact helping resolve logistical and configuration issues.Maintains statewide deployment milestones, readiness information, and project tracking data.
5%	Vendor, Operator & Partner Technical Coordination <ul style="list-style-type: none">Coordinates technical requirements with CDT, carriers, the Network Operator, and vendors for deliveries, RMAs, and replacements.Monitors vendor performance against SLAs and escalates concerns appropriately.

% of time performing duties

5%

- Documents vendor interactions and commitments for compliance and tracking.

Business Operations & Performance Support

- Compiles metrics, operational data, inventory statistics, and service delivery information.
- Prepares reports, dashboards, and briefing materials for management and program governance.
- Identifies operational trends and opportunities for improvement.

5%

Documentation & Reporting

- Maintains detailed documentation for audits, compliance, procurement, and technical workflows.
- Supports statewide reporting requirements for equipment utilization and lifecycle status.

5%

Process Improvement

- Evaluates workflow inefficiencies and recommends improvements aligned with established standards.
- Participates in working groups aimed at improving operational efficiency and reporting accuracy.

% of time performing duties

5%

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

- Performs other related duties as assigned.

Work Environment Requirements

- May require occasional travel to statewide deployment sites, warehouses, or partner facilities.
- Work involves handling and moving network equipment and materials.
- Requires extended periods of computer use for inventory systems, documentation, and coordination.
- May require participation in after-hours deployment windows or emergency replacement logistics.
- Must be able to work in fast-paced operational environments with shifting priorities.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Spec I receives general direction from the Manager II. The incumbent works at the journey level and is expected to independently perform technical logistics, inventory management, and deployment coordination duties within established policies, procedures, and statewide governance requirements.

Actions and Consequences:

The IT Specialist I is expected to perform technical and operational duties with accuracy, professionalism, and attention to detail. The incumbent must be able to prioritize tasks, assess logistics or inventory issues, and recommend appropriate resolutions to ensure timely deployment of broadband infrastructure equipment. The IT Specialist I must communicate effectively with CDT staff, carriers, vendors, and field technicians to support statewide deployment schedules.

Failure to maintain accurate inventory records, properly track equipment, or coordinate logistics may result in deployment delays, increased costs, loss of state assets, or negative impacts to statewide broadband operations. Errors in judgment or communication may cause confusion among partner agencies or vendors and may reflect poorly on the department.

Personal Contacts:

The IT Specialist I has regular contact with CDT headquarters staff, field technicians, carriers, contracted vendors, and other state and local government partners involved in broadband deployment. The incumbent must be able to communicate clearly, professionally, and tactfully when coordinating shipments, resolving discrepancies, or validating technical requirements. The role requires effective interaction with individuals at various levels of technical expertise and organizational authority.

Administrative and Supervisory Responsibilities (Indicate "None" if this is a non-supervisory position.)

None. This is a non-supervisory position.

Supervision Exercised:

None. The IT Specialist I does not supervise staff but may provide technical guidance to IT Associates, technicians, or field personnel regarding logistics workflows, inventory documentation, or equipment readiness.

Other Information

This position is **not** designated under the Conflict of Interest Code. The incumbent is responsible for following all CDT policies, statewide IT governance requirements, procurement rules, and inventory management standards. The IT Specialist I must maintain accurate documentation for audit readiness and comply with all equipment handling, tracking, and retention requirements.

Desirable Qualifications: (List in order of importance.)

- Experience with logistics, inventory management, or technical equipment handling in an IT or field-deployment environment.
- Knowledge of broadband infrastructure components such as routers, switches, optics, and power systems.
- Knowledge of broadband network deployment processes and the operational considerations associated with large-scale infrastructure projects.
- Experience administering or maintaining CMDB/ITAM systems or other asset tracking systems.
- Familiarity with ITIL-aligned practices related to asset management, change management, configuration management, and operational support.
- Experience interpreting technical specifications, validating equipment readiness, and supporting deployment activities.
- Experience maintaining inventory, asset lifecycle, configuration, or operational data used to support reporting, accountability, and program oversight activities.
- Ability to develop, maintain, and analyze reports related to equipment deployments, inventory utilization, asset management, and operational activities.
- Strong organizational skills and attention to detail in documentation, asset tracking, and inventory management.
- Experience maintaining technical documentation, deployment records, standard operating procedures, or operational support materials.
- Ability to communicate effectively with vendors, carriers, contractors, network operators, field technicians, partner agencies, and other stakeholders.
- Experience coordinating equipment shipments, deployment schedules, vendor deliveries, Return Merchandise Authorizations (RMAs), replacements, and logistics activities.
- Experience coordinating activities with contractors, service providers, network operators, or multiple stakeholder groups in support of technology operations and infrastructure deployments.
- Ability to identify operational issues and recommend process improvements related to logistics, asset management, deployment readiness, and operational efficiency.
- Ability to manage multiple assignments, competing priorities, and critical deployment deadlines.
- Proficiency with Microsoft applications including Excel, Teams, SharePoint, and Outlook.
- Willingness to travel to deployment sites, warehouses, or partner facilities as needed.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)

INCUMBENT SIGNATURE

DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)

SUPERVISOR SIGNATURE

DATE

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F. CURRENT POSITION NUMBER 695-954-1402-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-954-1401-XXX
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Broadband / Middle-Mile Broadband Initiative / Rancho Cordova PG1		I. SUPERVISOR NAME AND CLASSIFICATION Mackenzie Shea, IT Supervisor II
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Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) ☒ Business Technology Management ☐ IT Project Management ☒ Client Services ☐ Information Security Engineering ☐ Software Engineering ☐ System Engineering
	Organizational Setting and Major Functions Under the direction of the IT Supervisor II, the IT Associate performs technical logistic support, inventory coordination, documentation maintenance and deployment assistance for the Middle Mile Broadband Network (MMBN) equipment. The incumbent works withing established procedures and guidelines to assist with tracking, documentation, and preparing IT Network hardware for state distribution. The IT Associate supports operational activities and escalates non-routine issues to senior staff and ensure equipment availability for statewide broadband buildouts.
% of time performing duties 30%	Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.) Broadband Equipment Logistics <ul style="list-style-type: none">Performs ordering support, receiving, staging, labeling, packaging, and shipment preparation for network devices under established procedures.Prepares materials for installation and verifies documentation and labeling for completeness.Monitors logistics records and contract terms and reports discrepancies to senior staff.Maintains deployment readiness tracking information following defined workflows.
25%	Inventory & Configuration Management <ul style="list-style-type: none">Maintains equipment inventory records in CMDB/ITAM systems in accordance with established processes.Tracks serial numbers, warranty status, lifecycle milestones, and equipment assignments.Documents inventory updates, audits, and reconciliations following standard procedures.Coordinates with the Network Operator to align asset data with CDT databases
20%	Deployment Coordination & Field Support <ul style="list-style-type: none">Assists with preparing deployment kits and validating components for delivery.Coordinates routine logistics for scheduled installations and replacements.Supports communication with field offices regarding shipment status and minor issues.Maintains deployment milestone documentation, site readiness updates, and status reports.

% of time performing
duties
10%

Vendor, Operator & Partner Technical Coordination

- Communicates with vendors and partners on deliveries, RMAs, and replacements following established protocols.
- Tracks vendor commitments and refers issues to senior staff when timelines or quality concerns arise.
- Supports coordination with the contracted Network Operator regarding routine readiness and inventory updates.

5%

Documentation & Reporting

- Maintains logs, inventory profiles, audit documentation, and compliance records.
- Assists with preparing operational reports, deployment summaries, and inventory status updates.

5%

Process Improvement

- Identifies minor workflow issues and suggests improvements consistent with established procedures.
- Participates in internal working groups focused on operational readiness.

% of time performing
duties
5%

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%)

Other related duties as assigned.

Work Environment Requirements

- May require occasional travel to statewide deployment sites, warehouses, or partner facilities.
- Work involves handling and moving network equipment and materials.
- Requires extended periods of computer use for inventory systems, documentation, and coordination.
- May require participation in after-hours deployment windows or emergency replacement logistics.
- Must be able to work in fast-paced operational environments with shifting priorities.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Associate receives general direction from the Manager II. The incumbent works at the journey level and is expected to independently perform technical logistics, inventory management, and deployment coordination duties within established policies, procedures, and statewide governance requirements.

Actions and Consequences:

The IT Associate is expected to perform technical and operational duties with accuracy, professionalism, and attention to detail. The incumbent must be able to prioritize tasks, assess logistics or inventory issues, and recommend appropriate resolutions to ensure timely deployment of broadband infrastructure equipment. The IT Associate must communicate effectively with CDT staff, carriers, vendors, and field technicians to support statewide deployment schedules.

Failure to maintain accurate inventory records, properly track equipment, or coordinate logistics may result in deployment delays, increased costs, loss of state assets, or negative impacts to statewide broadband operations. Errors in judgment or communication may cause confusion among partner agencies or vendors and may reflect poorly on the department.

Personal Contacts:

The IT Associate has regular contact with CDT headquarters staff, field technicians, carriers, contracted vendors, and other state and local government partners involved in broadband deployment. The incumbent must be able to communicate clearly, professionally, and tactfully when coordinating shipments, resolving discrepancies, or validating technical requirements. The role requires effective interaction with individuals at various levels of technical expertise and organizational authority.

Administrative and Supervisory Responsibilities Indicate "None" if this is a non-supervisory position.)

None. This is a non-supervisory position.

Supervision Exercised:

None. The IT Associate does not supervise staff but may provide technical guidance to IT Associates, technicians, or field personnel regarding logistics workflows, inventory documentation, or equipment readiness.

Other Information

This position is **not** designated under the Conflict of Interest Code. The incumbent is responsible for following all CDT policies, statewide IT governance requirements, procurement rules, and inventory management standards. The IT Associate must maintain accurate documentation for audit readiness and comply with all equipment handling, tracking, and retention requirements.

Desirable Qualifications: (List in order of importance.)

- Knowledge of broadband infrastructure components such as routers, switches, optics, and power systems.
- Knowledge of broadband network deployment processes and the operational considerations associated with large-scale infrastructure projects.
- Ability to maintain accurate inventory records in CMDB/ITAM systems.
- Knowledge of basic inventory lifecycle management principles, including asset tracking, equipment disposition, and record retention practices.
- Understanding of ITIL concepts and change management fundamentals.
- Ability to follow technical specifications and verify equipment readiness under guidance.
- Ability to track documentation and support lifecycle management activities.
- Ability to collect, track, and maintain operational data used for deployment status reporting, asset accountability, and program oversight activities.
- Ability to prepare and maintain reports, spreadsheets, and supporting documentation used for operational planning and management review.
- Strong organizational skills and attention to detail in documentation and asset tracking.
- Skill in coordinating logistics with vendors, carriers, and partner agencies.
- Ability to support coordination activities with the contracted Network Operator, vendors, field personnel, and other stakeholders.
- Ability to communicate effectively with field technicians, supervisors, and external partners.
- Ability to manage multiple assignments and meet critical deployment deadlines.
- Proficiency with Microsoft applications including Excel, Teams, SharePoint, and Outlook.
- Willingness to travel to deployment sites, warehouses, or partner facilities as needed.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

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INCUMBENT SIGNATURE

DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)

Mackenzie Shea

SUPERVISOR SIGNATURE

DATE