State of California
Department of Pesticide Regulation
**POSITION DUTY STATEMENT**
DPR-217 (Rev. 02/26)


| **Classification** | **Position Number** | **Location** |
|---|---|---|
| Information Technology Specialist I | 814-300-1402-218 | Sacramento (Headquarters) |
| **Division/Branch** | **Supervisor's Classification** | **Collective Bargaining Identification Designation (CBID)** |
| Office of Technology Services/ Information Technology Branch | Information Technology Supervisor II | R01 |
| **Conflict of Interest Disclosure:** ☒ **Yes** ☐ **No** | **Incumbent (If filled)** VACANT | |

☐ **Job requires driving automobile**: In this position, the incumbent may, as needed, drive a state vehicle for work purposes. (Employee must complete DPR-034, Request for Driver Record Information).

**SUPERVISORY RESPONSIBILITIES (Check One)** ☐ **Managerial** ☐ **Supervisory** ☒ **Lead Person** ☐ **None**

| **Direct Supervision Exercised:** | | **Indirect Supervision Exercised:** | |
|---|---|---|---|
| **No. of Employees** | **Classification Title** | **No. of Employees** | **Classification Title** |
| | | | |

I have read and discussed these duties with my supervisor.

| Employee Signature | Date |
|---|---|
| | |

I certify that the DPR-217 accurately represents the duties and responsibilities of the position.

| Supervisor Signature | Date |
|---|---|
| | |

Please Complete Reverse Side

**Incumbent:** VACANT
**Classification:** Information Technology Specialist I
**Position Number:** 814-300-1402-218

**Description of Duties** ***(Attach additional sheets, if necessary, and identify position information)***

Summarize the regularly assigned duties of the position by percentage in descending order. Do not combine distinct activities into a single percentage. Descriptive information should reflect variety and complexity of duties through: supervision exercised and/or received; responsibility for decision making and consequence of error; analytical requirements; special knowledge; skills or abilities required; level, type and frequency of public contact; and unusual working conditions (i.e., field work, bilingual services, etc.); and physical requirements (physical demands, environmental demands).

| Percent of Time | Activity |
|---|---|
| | Under the direction of the Information Technology Supervisor II, the Information Technology Specialist I provides journey-level technical and administrative support to the Client Support Desk (CSD) and the Enterprise System Configuration Team that requires innovative problem solving within broadly stated and non-specific guidelines.<br><br>This position may also receive directions from an IT Specialist II within the Enterprise Services Team or from DPR's Information Security Officer (ISO).<br><br>This position supports the following IT domains: Client Services, Business Technology Management, Information Security Engineering, and Information Technology Project Management. |
| 40% | **ESSENTIAL FUNCTIONS:**<br>Performs complex technical and analytical duties associated with desktop computer support and administration, including but not limited to, responding in a timely and professional manner to client requests for various computer hardware or software support. Uses ServiceNow ITSM application to document and indicate completion of customer support requests and incidents in a timely manner. Uses Microsoft O365 applications to deliver technical support and troubleshooting services for the department. Perform software, or hardware upgrades, repairs, or replacements. Troubleshoots the most complex hardware, software and networking errors, identifying the root cause, and resolving problems or escalating to appropriate specialists. Provides expertise or guidance to technicians or entry-level analysts in CSD in resolving desktop hardware and software issues. Collaborate with other CSD analysts to build, test, and deploy standard departmental images for desktop and laptop computers and application deployments utilizing Microsoft InTune. |
| 30% | Works closely with the Information Security Officer (ISO) and the Security team to monitor, remediate, and report on vulnerabilities to the department computer systems. Acts as the CSD liaison with the IT's Security team to perform patching on endpoint devices utilizing InTune and third-party patching application to configure Automatic Deployment Rules (ADR), download and deploy patches to resolve security vulnerabilities. Manages or deploy manufacturer utilities where necessary to remove deprecated or vulnerable software from Department endpoints with InTune. Monitor, tracks, and supports department network printers and copiers through the Print Management Solution application to maintain compliance. |
| 15% | Work closely with the CSD Manager, serves as a primary Project Manager for CSD projects. Develop project planning or reporting documents and provide oversight for all phases of CSD projects, as required. Cooperates and communicates with Network and Administration Unit, Application Development Team, Web Support Team, and Project Management Office on projects, tasks, and assignments. |
| 10% | Act as a Lead for audio and video conferencing support including Zoom and Microsoft Teams including hardware support for conference room setup, configurating, and troubleshooting. Work closely with audio and video vendors and CSD team for support calls, schedules, and warranty services. |
| 5% | **MARGINAL FUNCTIONS:**<br>Performs other duties as assigned within the scope of the classification. |

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| Percent of Time | Activity |
|---|---|
| | **WORKING CONDITIONS:**<br>Performance of these duties requires the use of computers, infrastructure hardware, networks, databases, electronic mail (both internal and external), voicemail, and the Internet.<br><br>May occasionally work evening or weekend hours in response to system outages/recovery, maintenance, or upgrade activities.<br><br>Occasional statewide travel on short notice may be required to support regional office locations. Travel may require overnight stays, driving, and flying.<br><br>Performance of the duties indicated for this position occasionally requires the ability to lift and carry equipment up to 50lbs.<br><br>**CRITICAL JOB COMPETENCIES:**<br>**Leadership:** Lead by example; communicate and inspire energy and enthusiasm for the work; respond to changing circumstances while remaining committed to the department's vision, mission, values, and goals; facilitate acceptance and implementation of change, even if ambivalent.<br><br>**Political Acumen:** Identify the internal and external politics that impact the work of the organization; consider a broad range of internal and external factors (big picture) when solving problems and making decisions; in taking action, demonstrate an understanding and consideration of how it will impact stakeholders and affected areas in the organization.<br><br>**Communication:** Facilitate open exchange of ideas and opinions; actively listen; effectively use email to communicate with customers and co-workers; make clear and convincing oral presentations to individuals or groups; inform, persuade, build consensus; select and use appropriate communication approach.<br><br>**Self-Motivation:** Demonstrate a bias toward optimism and maintain sense of humor; view mistakes as opportunities for growth/positive learning experiences.<br><br>**Flexibility/Adaptability:** Readily integrate changes midstream into work processes and outputs; demonstrate openness to new organizational structures, procedures, and technology; shift gears comfortably.<br><br>**Teamwork:** Facilitate and maintain cooperative working relationships; work toward accomplishment of group goals; value and encourage the input and expertise of others; foster commitment, team spirit, pride, and trust. |