STATE OFCALIFORNIA

SHADED AREA FOR HUMAN RESOURCES ONLY

DUTY STATEMENT

RPA:	EFFECTIVE DATE:

1. AGENCY Public Employment Relations Board	POSITION NUMBER (Agency - Unit - Class - Serial)
2. UNIT NAME AND CITY LOCATED Administrative Services Division	3. CLASS TITLE Information Technology Specialist I
4. WORKING HOURS/SCHEDULE TO BE WORKED	5. SPECIFIC LOCATION ASSIGNED TO Glendale
6. PROPOSED INCUMBENT	7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)

YOU ARE A VALUED MEMBER OF THE BOARD'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

8. MISSION OF THE ORGANIZATIONAL UNIT/CONCEPT OF THE POSITION

Under the general direction of the IT Manager I, serves as a technical expert responsible for the administration, support, and enhancement of mission-critical enterprise systems and applications. This position plays a key role in planning and executing specialized Information Technology projects.

9. Percentage of time performing duties	**RESPONSIBILITIES OF POSITION**
35%	**ePERB Case Management System**. Manage and maintain the proprietary internal and external case management system for PERB. Support up to 100 user licenses for licensed software hosted services. Troubleshoot and maintain use of the public portal access via interfaces for users, which includes other governmental and non-governmental agencies; troubleshoot and maintain VPN connection for PERB board members, judges, attorneys, and legal support staff. Report incidents to licensor, communicate outages (both planned and unplanned) to PERB staff, test updates and patches prior to rollout. Using PERB's case management system, create regular and ad-hoc reports, data mining, surveys, data consulting, and data analysis as needed. Perform analysis of relevant metrics, uncover and interpret trends in data, and produce substantiated recommendations. Complete annual reports and ensure accurate and timely submission to the Executive Director, PERB Board Members, and the Labor and Workforce Development Agency (LWDA).
35%	**Help Desk**. Performs desktop and enterprise application support, including installation, maintenance, and upgrading as well as repairing of workstation hardware, software; local/network printing; imaging; smartphone support for all PERB users. Monitors and manages support ticketing system and queue. Assists in training users on applicable systems, applications, databases, and/or other related software. Assists with asset tracking and supply levels for inventory management.

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9. Percentage of time performing duties	RESPONSIBILITIES OF POSITION
20%	**Specialized Technology Focused Projects**. Plan, develop, and implement specialized IT projects; create and track metrics to ensure deliverables are acceptable and delivered in a timely manner. Maintain security and privacy policy compliance, analyze business impact, and exposure based on emerging security threats. Monitor project milestones and deliverables, coordinate and consult with users and engineers to identify business and technical requirements; develop and sustain cooperative working relationships with project stakeholders. Identify infrastructure system requirements and recommend technology, hardware, and software; plans installation, advise, create, or participate in the design of new system architecture standards and methods to support organizational needs. Conduct research and perform analysis to recommend system upgrades, cost-effective solutions, and process improvements; troubleshoot, track, and conduct root cause analysis of system/database/operational issues.
5%	**Website Hosting**. Make changes to the PERB internal and external websites. Post updates and announcements to ensure timely communication to constituents and staff. Manage website configuration and parameters, investigate and report any operational and technical issues that arise. Test and deploy functional changes, contribute to user acceptance testing of new requirements and improvements.
5%	**Documentation and reporting**. Develops, documents, and maintains detailed system documentation including, but not limited to, program specifications, technical specifications, database diagrams, process flow diagrams, workflow diagrams, procurement documents, and program logic; change database diagrams to system and network diagrams. Create and maintain reports for the management team. Ensures all procedures follow the State Administrative Manual (SAM) and the Statewide Information Management Manual (SIMM). **KNOWLEDGE AND ABILITIES** *All knowledge and abilities of the Information Technology Associate classification; and* ***Knowledge of:*** *Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.*

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PUBLIC EMPLOYMENT RELATIONS BOARD

OTHER REQUIREMENTS

Ability to: *Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.*

Desirable Qualifications:

- In depth knowledge in SAM, SIMM, NIST, and ITIL
- SQL database knowledge or working experience
- In depth knowledge and working experience with maintaining and troubleshooting desktop and laptop workstations
- Experience with network account maintenance
- Familiar with monitoring tools
- Ability to provide excellent customer service
- Ability to communicate effectively to meet customers' business needs
- Ability to present solutions with clarity and precision verbally as well as in written forms
- Ability to communicate and work productively with technical staff, vendors, management, and customers independently or in a team environment
- Ability to work independently and in a team environment
- Exceptional critical thinking and problem-solving ability
- Strong interpersonal skills to assist non-technical individuals with complex technical issues

Work Environment:

- Ability to maneuver, lift, push or pull materials or boxes weighing up to 40 lbs.
- Ability to maintain good attendance and punctuality.
- Ability to focus on details and timelines.
- Willing to travel for work meetings and training utilizing standard modes of transportation.
- Evening or weekend hours may be required to coordinate contract work for unscheduled system outages or scheduled upgrades.

11. SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

12. EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE