DEPARTMENT OF CHILD SUPPORT SERVICES

DUTY STATEMENT

ASD 046 (REV. 09/2026)

Type of Duty Statement:	Current & Proposed	**Revision Date:**	03/25/2026

1. Position Information

A. Employee Name:

B. Position Number:	**C. CBID:**	**D. WWG:**	**E. Effective Date:**
817-423-1402-MUL	R01	E	

F. Classification Title:	**G. Working Title:**
Information Technology Specialist I	Systems Administrator

H. Division:	**I. Branch/Section/Unit:**
Technology Services	Infrastructure & Operations/System Administration 1

2. POSITION REQUIREMENTS

Special Requirement: *Check All that Apply*

- ☐ Bilingual Fluency (Non-English Language) - Specify Below
- ☑ Background Check Requirements
- ☐ Other - Specify Below

A. Special Requirements Description, as applicable:

N/A

B. Conflict of Interest Required (Gov. Code 87300, et seq.)? ☐ **Yes** ☑ **No**

This position is designated under the Conflict-of-Interest Code. 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. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

3. SUPERVISION

A. Supervision Received:

The incumbent reports directly to the Information Technology Manager I in the System Administration 1 Section.

4. DUTIES AND RESPONSIBILITIES OF THE POSITION

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.

GENERAL STATEMENT

Under the direction of the Information Technology Manager I (ITM I), the Information Technology Specialist I (ITS I) serves as a member of the System Administration 1 Section, Infrastructure and Operations Branch, within the Technology Services Division. The incumbent performs systems engineering and administration activities supporting Microsoft Azure and Microsoft 365 services, Active Directory and identity management, server infrastructure, virtualization, storage, automation, and enterprise collaboration technologies. The ITS I is responsible for maintaining reliable, secure, and available technology services that support departmental business operations.

A. Percentage of Time Performing Duties	**B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%.).**
	ESSENTIAL FUNCTIONS
IT Domain: *Check All That Apply*	**FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY** ☑ Business Technology Mgmt. ☐ Software Engineering ☐ IT Project Mgmt. ☑ System Engineering ☐ Information Security ☐ Client Services
40 %	Systems Maintenance and Infrastructure Administration: Administers, monitors, and maintains enterprise infrastructure and cloud services, including Microsoft Azure, Microsoft 365, Active Directory, Microsoft Entra ID, virtualization platforms, server operating systems, storage systems, and enterprise collaboration technologies. Performs system provisioning, patch management, upgrades, vulnerability remediation, performance monitoring, and operational maintenance activities to ensure service availability, security, and reliability. Supports hybrid environments integrating cloud and on-premises technologies and follows established operational standards, procedures, and governance requirements.

30 %	Technical Solutions Management and Development: Implements and supports technical solutions related to identity and access management, cloud services, system administration, software deployment, storage management, and enterprise collaboration platforms. Performs configuration and integration activities for Microsoft Azure and Microsoft 365 services and develops scripts and automation solutions to improve operational efficiency, consistency, and service delivery. Participates in projects and evaluates technology enhancements that improve security, reliability, and operational effectiveness.
15 %	System Analysis and Problem Resolution: Performs complex troubleshooting, incident response, and root cause analysis involving cloud services, identity management, server infrastructure, virtualization, and Microsoft 365 technologies. Analyzes system performance and operational data to identify issues and opportunities for improvement. Collaborates with technical teams, vendors, and business partners to resolve problems and ensure services meet operational, performance, and security requirements. Participates in disaster recovery testing, continuity planning, and security remediation activities.

10 %	Technical Documentation and Knowledge Management: Develops and maintains technical documentation, procedures, operational run-books, architecture diagrams, and status reports supporting infrastructure and cloud services. Provides technical recommendations and status updates to management and stakeholders. Researches technology trends, vendor guidance, and industry best practices to support continual improvement of enterprise services.
0 %	N/A

MARGINAL FUNCTIONS	
5 %	Assists with meeting coordination, records management, procurement support, operational reporting, asset management activities, and other administrative duties as assigned. Participates in cross-training and special projects supporting Infrastructure and Operations Branch objectives.
100 %	**TOTAL**

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

☐ **Office Centered**

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

☑ **Remote Centered**

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

Child Support Enforcement has critical timelines and political and financial ramifications. Poor participation, judgment, and decisions can adversely affect the success of the Child Support Program. Failure to identify risks and issues in a timely manner could result in slippages in schedule and increased costs. Poor communication and coordination can adversely affect the Child Support Program and the children of California.

Incumbent is responsible for independent work within business constraints, recommendations to executives, decisions for projects, and outputs. As a subject matter expert, incumbent is responsible for actions, decisions, or advice that could have a serious detrimental effect on the operating efficiency of the undertaking or function. Consequence of error may have statewide and enterprise-wide impacts, including lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, and loss of business continuity.

B. Personal Contacts:

The incumbent has contact with the Section Manager, other system administrators in the section, TSD managers and staff, Local Child Support Agency managers and staff, and other government and private entities.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: ☐ **Yes** ☐ **No**

If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. Supervisor's Acknowledgment: I certify this duty statement represents current and an 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:	