STATE OF CALIFORNIA
Department of Motor Vehicles

# DEPARTMENT OF MOTOR VEHICLES

# POSITION DUTY STATEMENT

710-1402-053

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|---|---|
| **Division**: Information Systems Division | **Classification Title**: 1402 Information Technology Specialist I |
| **Branch**: Infrastructure Branch | **Working Title**: Information Technology Specialist I |
| **Unit**: Infrastructure Branch | **Tenure/Timebase**: Permanent Fulltime |
| **Position City**: Sacramento | **Position County**: Sacramento County |
| **Position Number**: 710-1402-053 | **CBID/Bargaining Unit**: R01 |
| **Conflict of Interest Classification**: No<br>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. | |
| **Medical Evaluation**: No | **Bilingual Language**: Unknown |
| **Sensitive Position**: No | **DMV Employee Pull Notice**: No |
| **Fingerprint/Live Scan**: Yes | **Professional License**: No |
| **Work Week Group**: E | **Date Approved**: 08/14/2024 |

**Direction Statement and General Description of Duties**: Under the direction of the (Insert Direction Management Title here), the Information Technology Specialist I (ITS1) will perform the duties related to, but not limited to a variety of tasks in support of systems and services in the following 4 domains:

Client Services
Information Security Engineering
Software Engineering
System Engineering

**Percentage and Essential/Marginal Functions**:

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| 40% | **System Support (E)**<br><br>Acts as a lead in IT projects, providing support that ensures the successful implementation and ongoing operation of technology solutions across various platforms, emphasizing security and data integrity. Ensures comprehensive system support across various technology platforms, emphasizes the importance of security, data integrity, and end-user computing solutions. Leads in developing and maintaining comprehensive documentation and training materials to support the efficient use and troubleshooting of IT systems, including aspects of hardware, software, data management, and end-user computing. |
| 30% | **End User Support (E)**<br><br>Analyzes end-user support needs, providing efficient resolutions to hardware and software issues. Functions as a team lead in the management of support tickets, ensuring they are resolved in accordance with Service Level Agreements (SLAs) to maintain optimal levels of customer satisfaction. Configure, deploy, maintain, troubleshoot, and survey out the Department's end-user devices. Utilizes enterprise tools to remotely manage hardware, deploy, and install standard/specialized departmental software. Manages tickets associated with hardware and software requests from stakeholders. |
| 15% | **System Design, Deployment, Maintenance, and Monitoring (E)**<br><br>Develops and implements solutions within IT system design, deployment, maintenance, and monitoring to ensure systems operate optimally and reliably. Troubleshoots, tracks, and conducts root cause analysis of system and operational issues. Makes recommendations on improvements based on research and analyses of system performance, collaborating with development teams on cloud and DevOps initiatives, and ensuring up-to-date system documentation and robust security practices. |
| 10% | **Vendor and Contract Support (E)**<br><br>Participates in the development, review, and recommendation of Statements of Work (SOW) for vendor engagements. Analyzes and supports procurement activities and contract renewals, ensuring they align with state regulations and policies and meet the organization's technology, security, and software needs. |
| 5% | **Other Assigned (M)**<br><br>Adapts to additional tasks or projects as needed, contributing to advance divisional objectives and enhance the operational efficiency of IT services. Flexibility and |

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| | engagement are essential in supporting the dynamic needs of the IT Infrastructure division, including hardware, software, security, and data management areas. Performs other job-related duties as required. |

**Supervision Received**: The Information Technology Specialist I is under direction of the (insert Direct Report Title here).

**Supervision Exercised and Staff Numbers**: The incumbent has no direct supervisory responsibilities. However, this position may require the incumbent to lead small to mid-size teams to achieve common goals and objectives.

**Physical Requirements**: Incumbents must be able to transport, lift, move, or carry up to 25lbs of various types of equipment to perform duties listed in the essential functions.

**Special Requirements**: Exempt-level employees may be required to provide critical after-hours support on an occasional basis to ensure continuous IT operations and address urgent issues outside normal business hours. Duties include: Timely response to urgent technical issues during evenings, weekends, or holidays. Participation in a rotation for after-hours support to ensure equitable distribution and coverage. Collaboration with the team to optimize after-hours support processes.

**Personal Contacts**: Will interact with departmental staff, management, vendors, contractors and other state agencies by phone, email and in person as needed. Interactions may be confidential, general, informative, or sensitive.

**EMPLOYEE ACKNOWLEDGMENT**

*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 the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)*

# POSITION DUTY STATEMENT

| EMPLOYEE NAME | EMPLOYEE SIGNATURE | DATE |
|---|---|---|
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**MANAGER/SUPERVISOR ACKNOWLEDGMENT**

*I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement*

| MANAGER/SUPERVISOR NAME | MANAGER/SUPERVISOR SIGNATURE | DATE |
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| **Sensitive Position**: | **DMV Employee Pull Notice**: No |
| **Fingerprint/Live Scan**: Yes | **Professional License**: |
| **Work Week Group**: | **Date Approved**: 08-14-2024 |

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| **Direction Statement and General Description of Duties**: | |
| **Percentage and Essential/Marginal Functions**: | |
| % | |

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| **Supervision Received**: |

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| **Supervision Exercised and Staff Numbers**: |
| **Physical Requirements**: |
| **Special Requirements**: |
| **Personal Contacts**: |

**EMPLOYEE ACKNOWLEDGMENT**

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