



**DUTY STATEMENT**  
 Department of Finance  
 Human Resources Office

*The Department of Finance's mission is to serve as the Governor's chief fiscal policy advisor and to promote long-term economic sustainability and responsible resource allocation.*

<b>NAME</b>		<b>EFFECTIVE DATE</b>	Month, Day, Year
<b>UNIT</b>	Client Services (End User Support)	<b>POSITION NUMBER</b>	300-914-1414-005
<b>CLASSIFICATION</b>	Information Technology Specialist II (Technical \ Project Lead)		

**SCOPE**

Under the general direction of the Client Services Information Technology Manager I (ITM I) End User Support, the Information Technology Specialist II (ITS II) effectively leads all efforts in the Department's IT Help Desk support and resolution, hardware and software resolution, mobile device management, telecommunications systems, asset management, IT procurement, contract management and Universal Print. The ITS II plays a major role in advising management and formulating information technology strategy and policy, works collaboratively with other Client Services team members, Enterprise Architecture, Enterprise Systems Development and Specialized Systems Development teams.

**ESSENTIAL FUNCTIONS**

50%	<p><b>Client Services</b></p> <ul style="list-style-type: none"> <li>• Evaluate, recommend, and implement new technologies.</li> <li>• Provide tertiary-level support for end users, providing support and information related to IT products and services provided to the Department.</li> <li>• Microsoft Entra ID Administration.</li> <li>• Microsoft Universal Print Administration.</li> <li>• Prepare, deploy, relocate, and receive end-user devices (e.g., laptops, desktops, MacBooks, iPhones, etc.).</li> <li>• Enterprise VoIP solution administration.</li> <li>• Install, move or repair hardware, or peripheral equipment.</li> <li>• Develop, implement, and/or conduct training.</li> <li>• Deploy desktop images.</li> <li>• Develop and maintain Client Services documentation.</li> <li>• Ensure software/hardware complies with security policies.</li> <li>• Manage client technology asset inventories.</li> <li>• Perform user account management.</li> <li>• Resolve and respond to client incidents or requests in a timely manner.</li> <li>• Configure and/or modify software programs/tools.</li> <li>• Troubleshoot, repair, or escalate Microsoft Operating Systems, Microsoft Productivity Suite and Mac OS systems.</li> </ul>
15%	<p><b>Business Technology Management</b></p> <ul style="list-style-type: none"> <li>• Complete formal Service Requests as necessary.</li> <li>• Provide IT consultation to business community to support business programs.</li> <li>• Coordinate and consult with users, administrators, and engineers to identify business and technical requirements for proposed system modifications or technology requirements.</li> <li>• Analyze, develop, and document business and technical requirements for technology solutions and enablers.</li> <li>• Track, monitor, and audit IT assets to maintain accountability using standard asset management tools and techniques in compliance with SAM and other applicable policies and regulations.</li> <li>• Analyze, develop, and document business processes utilizing industry best practices and standard methodologies.</li> </ul>

	<p><b>Business Technology Management (cont.)</b></p> <ul style="list-style-type: none"> <li>• Formulate, deliver, and coordinate education and communication to optimize the use of applied technologies using various instructional aids and communication media.</li> <li>• Implement policies, procedures, guidelines, and standards to ensure compliance with State and departmental rules and regulations utilizing various defined technology governance processes.</li> <li>• Coordinate project activities with other personnel or departments.</li> <li>• Schedule and facilitate meetings related to IT projects.</li> <li>• Notify appropriate parties of any actual or suspected compromise of personal, sensitive, and confidential information.</li> </ul>
<p>15%</p>	<p><b>Information Technology Project Management</b></p> <ul style="list-style-type: none"> <li>• Lead, mentor, and supervise project teams in enterprise-level projects.</li> <li>• Define the scope of the project in collaboration with senior management.</li> <li>• Develop or update project plans for IT projects including project objectives, technologies, systems, schedules, funding, and staffing.</li> <li>• Manage projects to ensure adherence to budget, schedule, and scope.</li> <li>• Determine the resources (time, money, equipment, staffing, etc.) required to complete a project.</li> <li>• Develop and sustain cooperative working relationships with project stakeholders through all project phases.</li> <li>• Document lessons learned and Post Implementation Evaluation Reports.</li> <li>• Evaluate, monitor, and ensure compliance with laws, regulations, policies, standards, or procedures.</li> <li>• Meet regularly with the project team (state and vendor), project sponsor, project steering committee, governance, directorate, control agencies, and other external stakeholders to review project progress, discuss outstanding project issues and mitigation strategies, and communicate upcoming project activities.</li> <li>• Prepare project status reports by collecting, analyzing, and summarizing information and trends.</li> <li>• Review the quality of the work completed with the project team on a regular basis to ensure that it meets the project standards.</li> </ul>
<p>10%</p>	<p><b>Information Security Engineering</b></p> <ul style="list-style-type: none"> <li>• Analyze business impact and exposure, based on emerging security threats, vulnerabilities, and risks to recommend IT solutions.</li> <li>• Develop and provide procedures for incident handling, particularly for analyzing incident-related data and determining the appropriate response.</li> <li>• Develop and/or review data-sharing agreements prior to the release of confidential information.</li> <li>• Investigate and report security incidents.</li> </ul>
<p>10%</p>	<p><b>Software Engineering</b></p> <ul style="list-style-type: none"> <li>• Perform software product deployment and release management activities.</li> <li>• Develop and maintain software product documentation.</li> <li>• Troubleshoot software system issues to identify causes of IT system failures and service interruptions using monitors, logs, user input, debugging processes, etc., to restore normal operations.</li> </ul>

**SPECIAL REQUIREMENTS**

- Willingness and ability to accept increasing responsibility.
- Provide after-hours support during critical budget times and special projects.
- Other duties as required.

**KNOWLEDGE, SKILLS, AND ABILITIES**

The incumbent is required to possess all knowledge of the Information Technology Specialist I classification and the following knowledge:

- Emerging technologies and their applications to business processes; business or systems process analysis, design, testing, and implementation techniques; techniques for assessing skills and education needs to support training, planning and development; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the State of California project management standards, methodologies, tools, and processes; software quality assurance and quality control principles, methods, tools, and techniques; research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards.

The incumbent is required to possess all abilities of the Information Technology Specialist I classification and the following skills and abilities:

- Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.

**SIGNATURES**

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** (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 discuss your concerns with the assigned HR analyst.) I also acknowledge, under certain circumstances, I may be required to physically come into the office at any time within a reasonable amount of time.

<b>EMPLOYEE SIGNATURE</b>		<b>DATE</b>	
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**I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position and have provided a copy of this duty statement to the employee named above.**

<b>SUPERVISOR NAME</b>			
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<b>SUPERVISOR SIGNATURE</b>		<b>DATE</b>	
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<b>PROGRAM BUDGET MANAGER (PBM) NAME</b>			
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<b>PBM SIGNATURE</b>		<b>DATE</b>	
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