

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

Classification Title Information Technology Specialist I (ITS I)	Board/Bureau/Division Office of Information Services (OIS)
Working Title O365 Administrator	Office/Unit/Section / Geographic Location OIS / Infrastructure Engineering and Application Administration Services / O365 Administration Unit / Sacramento
Position Number 610-710-1402-027	Effective Date

General Statement: Under the direction of the Information Technology Supervisor II (IT Sup II), the Information Technology Specialist I (ITS I) develop, implements, and maintains the Department of Consumer Affairs (DCA) E-mail and Share Point systems and possesses the necessary general and technical competencies to prioritize work, initiate contact, and resolve issues. The incumbent is expected to possess and apply knowledge about the organization’s customers, stakeholders, business priorities and environment in order to complete work assignments in an effective, accurate, and timely manner. The incumbent performs highly complex tasks such as: user administration; database administration; system analysis, maintenance and system troubleshooting, repair, and optimization. Incumbent collaborates with the Active Directory administrator to configure and implement group policies. This position is in the Software Engineering domain.

Duties include, but are not limited to the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

40% Email and SharePoint Software Administration (E)

- Perform ongoing administrative tasks that include account creation, transfers, updates, and removal. Perform installations, modifications, updates and maintenance on many versions of the operating system in a multi-processor environment. Allocate hardware resources when required. Perform research, development, deployment, and technological operations necessary to configure and deploy complex system environment components. Monitor and analyze system logs for system errors, evaluate and recommend alternatives / solutions. Modify operating system to optimize system performance by allocating system resources (processor capacity, storage, memory, facilities). (40%)

40% System Software Administration (E)

- Establish and maintain system software parameters (security authorization tables, system definitions, and file access tables) to ensure system integrity. Perform system administration duties such as performance evaluations, traffic and storage analysis. Collaborate with the other OIS team members to optimize standards, procedures, and the performance of mobile device solutions. Research and troubleshoot server software configuration issues, identify solutions, resolve and/or repair server platform issues. Monitor and analyze system performance to recommend and plan for system maintenance. (40%)

10% System Documentation (M)

- Maintain server and software configuration documentation, specific to the operating system and Exchange server software. Plan, design, test, implement, and maintain the Department’s e-mail systems as needed.

10% Client Support (M)

- Assist and/or consult customers/clients as required with configuration specifications. Assist and consult with network users and vendors in isolating hardware malfunctions and problem determination related to the integration and maintenance of the department's Email and SharePoint systems. Provide subject matter expert input on deployment procedures. Inform the managers and the Release Management Team of any Issues. Perform other duties as assigned.

B. Supervision Received

The incumbent works under the direction of the IT Sup II and may receive assignments from Information Technology Manager Is and IIs, and the OIS Chief Information Officer (CEA B).

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has contact with all levels of the DCA staff, consultants, vendors, California Technology Agency staff, Control Agency staff, and other government agencies. This includes DCA's Divisions, Programs, Bureaus, Boards, and Committees including executive management. Contacts may be initiated with other departments, governmental agencies, and private companies concerning information system and data center technologies as they related to the performance of this position.

F. Actions and Consequences

The incumbent will make decisions that impact the functionality of the DCA technology applications and solutions. Failure to properly administer duties using good judgment, logic, and discretion, may result in poor performance or unusable systems and/or applications, and prevent the DCA end users from effectively performing their duties. In addition, substantial workload backlogs may occur, online consumer services may be unavailable, and the DCA may be unable to carry out mandates designed to protect consumers, licensees, and applicants.

G. Functional Requirements

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent must occasionally move about inside the office to access office machinery. The incumbent must constantly operate a computer and other office productivity machinery, such as a copy machine. The incumbent must be able to remain in a stationary position 50% of the time. The incumbent may be required to perform duties at local client sites as required and at any of DCA's statewide field sites as scheduled in advance.

H. Other Information

The incumbent must be able to reason logically and creatively and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives, research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and

advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Criminal Offender Record Information:

Title 11, section 703(d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance with DCA's CORI procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the incumbent routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Required Technical Knowledge

SharePoint developer
Office 365
HTML

Additional Performance Expectations:

- Ability to work cooperatively with others.
- Ability to work efficiently.
- Ability to report to work on time.
- Ability to maintain consistent, regular attendance.
- Ability to work under changing deadlines.
- Ability to look and act in a professional manner.
- Ability to get along with others.
- Ability to always exhibit courteous behavior towards others.
- Ability to meet deadlines.
- Ability to perform tasks with minimal amount of errors.
- Ability to do completed staff work.

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 Health & Safety analyst.)

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name

Revised: 9/2024