

DUTY STATEMENT

BRANCH ENTERPRISE OPERATIONS SERVICES		POSITION NUMBER (Agency – Unit – Class – Serial) 368-695-1414-004			<input checked="" type="checkbox"/> CURRENT <input type="checkbox"/> PROPOSED	
SECTION INFORMATION TECHNOLOGY		CLASSIFICATION TITLE Information Technology Specialist II				
PROGRAM (If applicable) IT OPERATION		WORKING TITLE Senior Operation Engineer				
REGIONAL HUB Sacramento		COI Yes	WWG E	CBID R02	TENURE P	TIME BASE FT
WORK SCHEDULE M-F 8am-5pm	SUPERVISION EXERCISED None	SPECIFIC LOCATION ASSIGNED TO 1400 10th Street, Sacramento, CA 95814				
INCUMBENT (If known)		EFFECTIVE DATE 11/01/2024				
PRIMARY DOMAIN (IT positions only)		System Engineering				

AGENCY OVERVIEW

The Governor's Office of Land Use and Climate Innovation (LCI) serves the Governor and his Cabinet as staff for long-range planning and research and constitutes the comprehensive state planning agency. LCI assists the Governor and the Administration in planning, research, policy development, and legislative analysis. LCI formulates long- range state goals and policies to address land use, climate change, population growth and distribution, urban expansion, infrastructure development, groundwater sustainability and drought response, and resource protection. LCI's budget programs include State Planning and Policy Development, Strategic Growth Council, and Racial Equity Commission. LCI is a fast-paced, creative work environment that requires staff to have strong collaboration skills, an ability to quickly respond to changing policy needs, and a positive attitude and sense of humor. Proven commitment to creating a work environment that celebrates diverse backgrounds, cultures, and personal experiences.

GENERAL STATEMENT

Under general direction of the Chief Operation manager (ITM I) , the Senior Operation Engineer serves as a specialist on complex Information Technology (IT) systems and performs a variety of advance level tasks in connection with the analysis, installation, implementation and support of IT services and systems. This individual serves as part of the 2nd and 3rd level support Service Desk and will be responsible for delivering expert-level technical assistance, resolving complex IT issues, and managing escalated service desk tickets. They will also be instrumental in enhancing the overall IT service delivery through process improvements and optimization efforts. Primary tasks include answering customer calls, monitoring, and responding to requests received through the IT helpdesk, documenting, troubleshooting, and tracking service disruptions throughout the enterprise. This position requires problem solving while using Information Technology Infrastructure Library (ITIL) based service management guidelines as well as industry best practices. This position requires extensive experience and in-depth knowledge of Microsoft 365 (Teams, Intune, Exchange, SharePoint, OneDrive, Bookings, Defender for Endpoint and Applications), NinjaOne, ticketing systems, network technologies including Aruba, HPE, ClearPass Design and Management, Global Protect, Aruba Switch Hardware, Aruba Central, Greenlake Hardware and Service Management.

DUTY STATEMENT

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use addition sheet if necessary)</i>
ESSENTIAL FUNCTIONS	
30%	<ul style="list-style-type: none"> • Maintain desktop 365 software stack Teams, Intune, Exchange, SharePoint, OneDrive, Bookings, Defender for Endpoint and other MS Applications • Implement and maintain robust desktop security measures, including antivirus software, firewalls, and security patches. • Regularly update antivirus definitions and ensure compliance with LCI security policies. • Install, configure, and maintain desktop operating systems and applications, ensuring timely software updates. • Ensure compliance with software licensing requirements and maintain accurate inventory records. • Perform hardware installations, upgrades, and repairs for desktops, laptops, and peripherals. • Manage user access rights and permissions in alignment with business requirements and security guidelines. • Monitor desktop systems and network performance using appropriate tools to identify and resolve performance issues. • Optimize system configurations and recommend improvements to enhance overall efficiency and security. • Implement and enforce security measures within Office 365, including configuring and monitoring security features such as data loss prevention (DLP), eDiscovery, and multi-factor authentication (MFA). • Stay informed of the latest security practices and ensure adherence to industry standards to safeguard organizational assets.
25%	<ul style="list-style-type: none"> • Manage user accounts, licenses, and access permissions within the Office 365 environment, ensuring compliance with departmental policies. • Create, modify, and disable user accounts as required. • Administer and maintain the Office 365 Exchange Online environment, configuring and managing email accounts, distribution lists, and mail flow rules. • Monitor and troubleshoot email delivery issues, spam filtering, and mailbox quotas. • Configure and manage Microsoft Teams for effective collaboration and communication, including the creation and management of Teams channels and permissions. • Administer voice and video conferencing settings and integrations to enhance user experience. • Develop and implement preventive maintenance procedures to minimize system failures. • Administer Microsoft Windows Domain Controllers, Group Policy, and Microsoft Windows Intune. • Manage MS Exchange and Office 365 systems, including system configuration and software updates. • Maintain IT infrastructure systems, including Data Protection, mobile device management via Windows Intune, Windows file and print servers, and Endpoint Protection. • Diagnose and resolve IT and computer system issues, including operating systems, hardware, software, networking, Virtual Private Network (VPN), and server peripherals. • Troubleshoot high-profile IT operational performance issues using root-cause analysis and recommend appropriate corrective actions. • Lead reviews of systems and applications in development to ensure adherence to architectural requirements and standards, identifying and resolving deviations at the earliest stage possible.

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25%	<ul style="list-style-type: none"> • Respond to complex customer requests and manage incoming calls, providing exceptional service to end users. • Report disruptions in IT computing services and document these incidents by opening trouble tickets in the automated problem/request tracking system. • Assist in identifying, researching, analyzing, and resolving complex technical issues, including hardware, software, networking, and application-related problems. • Utilize advanced troubleshooting techniques to diagnose and resolve issues that Level 1 support cannot handle, ensuring minimal downtime for end users. • Collaborate with cross-functional teams to address recurring problems and implement long-term solutions. • Follow up on unresolved customer inquiries, ensuring timely resolution and customer satisfaction. • Verify customer satisfaction upon resolving service requests and close problem reports accordingly. • Generate service disruption reports to monitor workload and prioritize tasks effectively. • Notify LCI staff via email about interruptions, disruptions, and restorations of various IT services. • Interpret and distribute IT incidents and service requests to the appropriate servicing units. • Manage and lead a team of support technicians or analysts, assigning tasks, monitoring workloads, and providing guidance and support in resolving complex technical issues. • Oversee the handling of IT incidents and service requests, ensuring tickets are prioritized, assigned appropriate, and resolved within established service level agreements (SLAs). • Actively participate in resolving high-impact technical issues, offering expert guidance to team members in troubleshooting and problem-solving. • Monitor ticket queues, track resolution progress, and escalate issues to vendors support or management as necessary. • Maintain high levels of customer satisfaction through effective communication and proactive support. • Handle escalated or complex cases with a focus on quick resolution, ensuring a positive customer experience and minimal disruption to their workflow.
15%	<ul style="list-style-type: none"> • Provide expertise and support for Aruba network systems, including VoIP technologies and related hardware and software. • Assist with the configuration, troubleshooting, and maintenance of network services, ensuring smooth operation and quick resolution of technical issues. • Liaise with vendors and service providers as necessary to address and resolve network-related concerns. • Contribute to the development and improvement of helpdesk processes and procedures specific to Aruba networking. • Review existing workflows to identify enhancement opportunities and implement standardized practices to increase efficiency. • Develop documentation, standard operating procedures (SOPs), and knowledge base resources to streamline support operations. • Actively seek opportunities for continuous process improvement, gathering feedback from team members and stakeholders. • Analyze data and metrics to identify areas for optimization in network support operations. • Lead initiatives to refine escalation procedures and enhance self-service options for end users.

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	<ul style="list-style-type: none"> • Provide on-site and remote technical assistance for Aruba network infrastructure, ensuring effective communication and support during implementation projects. • Conduct system troubleshooting, performance monitoring, and optimization to maximize network efficiency. • Establish and enforce network policies to secure network and server systems, defining access controls and monitoring compliance.
	MARGINAL FUNCTIONS
5%	Perform other job-related duties as required.

KNOWLEDGE AND ABILITIES

Knowledge of: 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.

Ability to: 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.

DESIRABLE QUALIFICATIONS:

- Knowledge and experience with Intune, single sign-on technology, multi-factor authentication technology.
- Knowledge and experience with Virtual Desktop Architecture.
- Ability to communicate professionally and effectively, both verbally and in writing, including the ability to negotiate credibly and persuasively with a variety of stakeholders.
- Strong documentation skills.
- Experience with PowerShell.
- Knowledge and experience with Active Directory and Group Policy.

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SPECIAL PERSONAL REQUIREMENTS:

- Ability to gain the confidence and support of executive leadership and provide effective advice on regulatory and administrative matters and policies.
- Ability to collaborate with others to achieve mutual goals and meet the organization's, and external stakeholders', strategic goals and objectives.
- Ability to write high quality technical documents.
- Ability to analyze data and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions.
- Ability to maintain consistent attendance
- Ability to demonstrate punctuality, initiative, and dependability

SPECIAL PHYSICAL CHARACTERISTICS: Persons appointed to this position must be reasonably expected to lift, carry, push, pull, or otherwise move object up to 20 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Involves sitting most of the time but may involve walking or standing for brief periods of time.

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 balance the workload.

SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE AND HAVE PROVIDED A COPY OF THE DUTY STATEMENT TO THE EMPLOYEE.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: *I HAVE READ AND UNDERSTAND THE DUTIES LISTED ABOVE AND CAN PERFORM THESE DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION. (IF YOU BELIEVE REASONABLE ACCOMMODATION IS NECESSARY, DISCUSS YOUR CONCERNS WITH YOUR HIRING SUPERVISOR. IF UNSURE OF A NEED FOR REASONABLE ACCOMMODATION, INFORM YOUR HIRING SUPERVISOR, WHO WILL DISCUSS YOUR CONCERNS WITH HUMAN RESOURCES OFFICE).*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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