DUTY STATEMENT

Employee Name:	Position Number: 580-155-1402-001
Classification: Information Technology Specialist I (Client Services)	Tenure/Time Base: Permanent / Full-Time
Working Title: Desktop Support Specialist	Work Location: 850 Marina Bay Parkway, Building F, Room 270, Richmond, CA 94804-6403
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): No
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Data Center Operations and Services Branch/ Richmond Operations Services Section/ Richmond Campus Customer Service Support Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the California Department of Human Resource's Job Descriptions webpage.

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating customer focused solutions that are responsive and agile; supporting a modern infrastructure, tools, architecture, and standards; to effectively provide efficient services following service level agreements. The Information Technology Services Division (ITSD) leverages data and technology to create sustainability across CDPH by creating efficient solutions that meet customer expectations and reduce waste. Creates innovative solutions, strengthening partnerships and

collaborations, and embracing technology.

The incumbent works under the direction of the Information Technology Manager I, Chief, Richmond Operations Services Section. The Information Technology Specialist I (ITS I) is responsible for all desktop support, which includes user support for accessing and using network resources, Voice over IP (VOIP), cell phone support, imaging, and remote access. The ITS I install and maintains hardware and software, arranges for hardware repairs, performs network maintenance and troubleshooting, maintains network printers, and supports desktop virtualization.

The ITS I prepare information technology (IT) documentation and presentations. Acts as a project leader, implementer, or technical specialist in support of complex technology systems, including teleprocessing networks, that may affect many people on a long-term basis. Establishes effective working relationships and collaborations with diverse technical and non-technical staff and management at local, state, and federal agencies. The ITS I collaborates with program staff members, customers, IT professionals, management, and other stakeholders to support and manage requirements gathering, design, development, testing, integration, implementation, production support and maintenance of new and current systems. This position assists ITSD in supporting all programs on the Richmond Laboratory Campus (RLC) of the CDPH.

The ITS I perform duties in the Client Services Domain.

Special Requirements

☐ Conflict of Interest (COI)

☐ Background Check and/or Fingerprinting Clearance

☐ Medical Clearance

☐ Travel:

☐ Bilingual: Pass a State written and/or verbal proficiency exam in

☐ License/Certification:

☐ Other:

Essential Functions (including percentage of time)

25%   Performs studies and research analysis related to technology projects; provides information technology consultation in support of business programs; coordinates and consults with users, administrators, and engineers to identify business and technical requirements; develops and sustains cooperative working relationships with project stakeholders; identifies infrastructure system requirements and recommends technology standards and methods to support organizational needs. Conducts research and performs analysis to recommend system upgrades, cost-effective solutions, and process improvements; troubleshoots, tracks, and conducts root cause analysis of system/database/operational issues. Acts in a leadership role and demonstrates technical versatility for lower-level staff aligning with technological modernization strategies in support of CDPH programs.

25%   Performs all desktop support by triaging IT help desk tickets as a technical lead. Prioritizes and assigns first level support requests to team members, assists with resolution of first level support tickets, handles second level support tickets, and elevates issues to higher level support staff when appropriate. Installs and maintains workstation hardware and software. Provides

cell phone support. Images and upgrades hardware and software. Assists CDPH users with hardware and software problems. Performs routine network maintenance and troubleshooting. Arranges hardware repairs. Maintains network printers. Troubleshoots and installs software on all systems. Assists end users with accessing and using network resources. Assists with desktop virtualization and remote access.   Creates and maintains user accounts and permissions.   Monitors/processes/resolves help-desk tickets. Develops, documents and maintains detailed system documentation including, but not limited to, program specifications, technical specifications, database diagrams, process flow diagrams, workflow diagrams, procurement documents, and program logic. Works with managers, technical staff, and system users to properly analyze and recommend/provide effective technical solutions to problems and issues. Analyzes and resolves hardware, software, and connectivity issues. Ensures that IT equipment is used and maintained in compliance with the established policy and IT standards of CDPH.

20%   Designs and enhances the workstation management solution using a Windows based operating system. Integrates complex solutions such as desktop virtualization, Voice over IP (VoIP), enterprise print management, wireless technology, anti-virus, security and encryption solutions into the CDPH enterprise. Performs high-level application testing of new system management technologies and implements technologies on RLC servers. Ships and receives computer related hardware and software to CDPH field offices. Tags and documents new hardware. Processes requests for modifications to the hardware/software system configuration. Works with Change Control Board, Information Security Office (ISO) and programs to get system modifications approved. Coordinates and consults with users concerning technology changes.

15%   Acts as a project lead. Provides IT consultation in support of business programs on the RLC. Monitors project milestones and deliverables to accomplish tasks. Creates/maintains the standard configurations of tiered computer image installations and makes changes in response to new products or security initiatives. Works with vendors and other agencies concerning warranties and software/hardware issues.

10%   Prepares training outlines and conducts training and presentations to RLC staff on updates as needed. Plans, coordinates, and conducts walkthroughs and user trainings for changes and modifications to existing systems supporting RLC programs.

Marginal Functions (including percentage of time)

5%   Performs other job-related duties as assigned.

| ☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above. | ☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.) |

Supervisor's Name:	Date	Employee's Name:	Date

Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:
Approved By: D.S.
Date: 12/17/24