

**California Department of Food and Agriculture (CDFA)
Office of Information Technology Services (ITSD)
Information Technology Specialist I
Duty Statement**

I. Program/Position Identification

The Information Technology Services Division (ITSD) is responsible for the oversight and management of all information technology and telecommunications activities including, but not limited to, information technology, information security, and telecommunications personnel, contractors, systems, assets, projects, purchases, and contracts. ITSD is tasked with ensuring compliance with state information technology policy and conformance to state information technology and telecommunications policy and enterprise architecture. The range of services that ITSD provides encompasses the areas of Technology Governance, Application Development Services, Customer Support and Services, Infrastructure and Security Operations, Enterprise Architecture, and Procurement. ITSD provides IT services to over 2,000 employees in eight major program areas as well as executive and administrative staff distributed over 100 locations throughout the state including district and field offices in 32 counties, two extraterritorial offices in Hawaii and Arizona, and 16 agricultural stations at the state's borders.

Under direction of the Information Technology Manager I (IT Manager I), the Information Technology Specialist I (IT Specialist I) works as part of a team on IT infrastructure assignments and issues that impact the Department statewide. The incumbent will provide monitoring, maintenance, support, and troubleshooting services for the Department's online software productivity solutions, identity management and authentication services, endpoint protection and management solutions, and network, server, and virtualization services. The incumbent will primarily be working in the System Engineering domain, with secondary emphasis in the Client Services and Information Security Engineering domains.

The incumbent works collaboratively with the ITSD management team and staff, briefs and advises the manager, exercises a high degree of initiative, independence of action, and originality, and must demonstrate tact and good judgment. The incumbent must be able to communicate effectively in order to develop and maintain effective and cooperative working relationships. The incumbent must be able to adapt easily to changing priorities and maintain consistent, predictable attendance in the performance of these specific functions.

Over time, the incumbent will progress through the ranges of the class, and work will increase in complexity as more experience is gained. The incumbent is expected to perform with more independence and will be assigned progressively more complex and difficult responsibilities. An incumbent in Range A should be able to perform tasks with some assistance, an incumbent in Range B should be able to perform the same tasks with little assistance, and an incumbent who has reached Range C should be able to perform the tasks independently and assist newer staff in the process as needed.

Classification:	Information Technology Specialist I
Working Title:	Infrastructure Support Specialist
License or Other Requirement:	None
Position Number:	014-015-1402-982
Division/Branch/DAA:	Information Technology Services Division
Location:	Sacramento, CA
Date Prepared:	January 2025
Work Hours/Shift:	Monday through Friday, 8:00am to 5:00pm

II. Essential and Non-Essential Job Functions

A. Essential Functions:

Function #1: Infrastructure Systems Administration and Support **45%**

- Implement, configure, support, and maintain the Department's online software solutions, including but not limited to email, office productivity, and endpoint device management.
- Design, plan, implement, test, and maintain server and system virtualization using standard tools and procedures.
- Install, configure, administer, test, and maintain infrastructure service and communication systems.
- Perform system and user account and authentication administration activities for the Department's online and enterprise identity management and authentication solutions using the principle of least privilege and role-based permission methodology.
- Plan, track, maintain, and execute infrastructure system and service patching processes and methodologies to ensure core business functions are delivered securely, reliably, and in a timely manner.
- Monitor and maintain system and data backup processes; ensure backup and restoration processes are working consistently and accurately; provide file restoration services when required.
- Monitor and report on infrastructure and online systems performance to help identify and manage service outages and opportunities for capacity and performance and optimization.

Function #2: System and Service Documentation **30%**

- Document comprehensive and accurate design specifications, installation instructions, configuration settings, and other system-related documentation.
- Develop and update standards and procedures to ensure proper system implementation, configuration, maintenance, security, reliability, and availability.
- Develop end-user training and educational materials for infrastructure and online systems and services.
- Record work performed on all tasks in the Department's service management tool to ensure progress and resolutions are searchable and tracked for ongoing process improvement.

Function #3: System and Service Research and Analysis

20%

- Consult with stakeholders to identify and document system requirements and recommended technologies for service solutions.
- Review and report on online service features and functional updates; provide recommendations and rationale for adoption or exclusion of new functionality and impacts of deprecated functionality; execute corresponding system changes.
- Work with service and support providers to research and report on online service anomalies and perform root cause analysis to identify and recommend appropriate resolutions; execute corresponding remediation activities to prevent future system anomalies and outages.
- Research, produce, and modify system and service data reports as requested by management and peers.
- Perform gap analyses to identify additions or enhancements to policies and procedures; modify corresponding policies and procedures as required.

B. Non-Essential Functions:

Function #1 – Miscellaneous Duties

5%

- Perform other job-related duties as requested by supervisor.

III. Work Environment

The duties of this position are primarily conducted indoors in an office environment. The incumbent will have a workstation with modular furniture, an adjustable rolling chair, a computer with various software programs, a telephone with voicemail, and stationary filing drawers and bins. The position requires the ability to sit for extended periods of time and operate a personal computer utilizing a mouse and keyboard.

The incumbent must be able to give presentations, participate at meetings, and interact with other staff. They must also be able to: push buttons on a keyboard, calculator, photocopy machine, facsimile machine, and telephone; grasp papers, small objects, and manuals; access upper and lower files and cabinets; and exert up to 15 lbs. of force occasionally and/or a negligible amount of force frequently in order to move or position objects.

Travel to various CDFA facilities and sites throughout the state as needed using various means of transportation systems; overnight stays, and weekend and off-shift work may be required.

Regular or recurring telework may occur as part of the incumbent's ongoing regular schedule in accordance with CDFA's Telework Policy.

