

DUTY STATEMENT

CURRENT

PROPOSED

RPA Number: 25-OEIM-150	Classification Title: Information Technology Specialist I	Position Number: 810-250-1402-010
Incumbent Name:	Working Title:	Effective Date:
Tenure: Permanent	Time Base: Full-Time	Intermittent Hours Per Month:
Division/Office: Cal EPA	Section/Unit: Information Technology	Reporting Location: HQ
Supervisor's Name: Mike Marshall	Supervisor's Classification: Career Executive Assignment	CBID: R01
Confidential Designation: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	Designated Position for Conflict of Interest: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Position Telework Eligible: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Supervision Exercised: <input checked="" type="checkbox"/> None <input type="checkbox"/> Lead <input type="checkbox"/> Managerial <input type="checkbox"/> Supervisory		

Human Resources Use Only:

HR Analyst Approval

HR Analyst Name	HR Analyst Signature	Date
Katie Elizalde	<i>Katie Elizalde</i>	12/16/2024

General Statement

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) 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 department policies and procedures regarding attendance, leave, and conduct.

Equity Statement

The Department of Toxic Substances Control (DTSC) values diversity, equity, and inclusion throughout the organization. We foster an environment where employees from a variety of backgrounds, cultures, and personal experiences are welcomed and can thrive. We believe the diversity of our employees is essential to inspiring innovative solutions. Together we further our mission to protect California's people and environment from harmful effects of toxic substances by restoring contaminated resources, enforcing hazardous waste laws, reducing hazardous waste generation, and encouraging the manufacture of chemically safer products.

Position Description

Under the direction of the Agency Information Officer of the California Environmental Protection Agency (CalEPA), the Information Technology Specialist I (IT Spec I) acts as the lead project manager on the most complex analytical and technical cloud/server/desktop support arising from Information Technology (IT) problems for the California Environmental Protection Agency (CalEPA). Performing the most complex IT support functions, the incumbent will operate independently but within a clear accountability

framework. The IT Spec I will consult and advise all levels of CalEPA staff, including executive management on the planning, development, implementation, and coordination of IT issues. This includes day-to-day maintenance, operations, and support of all CalEPA cloud environments, servers, desktops, laptops, and mobile devices. The IT Spec I will also lead the communication efforts regarding important and critical IT issues and recommended solutions. The decision-making responsibilities will cover all customer delivery processes and server environments for CalEPA, Office of the Secretary. This includes making IT solutions decisions that have significant cost implications and end-user changes. All duties are performed within the framework of the Agency's Mission and Vision statements and following the CalEPA Policies and Procedures. Duties include, but are not limited to:

Essential Functions (Including percentage of time):

30%	<p>ServiceNow Administrator for CalEPA Independently serves as the lead administrator for CalEPA's ServiceNow platform. Duties include interacting with software technicians as necessary and administering and optimizing the ServiceNow platform and related components to achieve high performance to meet the needs of its users. Ensure the availability of the ServiceNow platform, configuring all new implementations, and developing processes and procedures for ongoing management of the system. Works with clients, peers, and subject matter experts to ensure that the configuration of and customizations to the ServiceNow platform adhere to the service designs, goals, and strategy.</p>
20%	<p>Management of CalEPA Information Technology Projects Manages CalEPA IT projects using the California Department of Technology (CDT) Project Approval Lifecycle process, Project Management Institute, Project Management Body of Knowledge (PMI-PMBOK), California Project Management Methodology (CA-PMM) and departmental project management methodology, ensuring customer needs are met, departmental standards are followed, and project milestones and deliverables are accomplished in order to deliver CalEPA IT projects on-time and within budget.</p>
15%	<p>Microsoft O365 Administration Serves as lead of the Microsoft O365 administration team that provides a comprehensive cloud-based productivity suite. O365 performance is critical to all staff within the Office of the Secretary and is foundational to the success of the staff on a daily basis. Unavailability of O365 will result in a loss of productivity and revenue. Duties include: develop strategies for O365 implementations; architect the infrastructure required to support those strategies; lead, coordinate and participate in key process improvements as they relate to the O365 environment; develop documentation and lead incident and problem resolution activities; oversee the O365 deployment of software and allocation of licenses. Monitor and test system performance; provide performance statistics and reports.</p>
10%	<p>Video Collaboration Services Team Lead the Video Collaboration Services Team that provides video conferencing services for public and staff meetings. Duties include: leading a team to schedule video conference; test videoconference equipment prior to meetings; provide videoconference technical support to EPA staff; troubleshoot the most complex problems related to videoconference equipment; work with outside vendors providing videoconference equipment and technologies for problem troubleshooting and resolution; provide designated EPA staff training on videoconferencing equipment; mentor and provide guidance to junior members of the team.</p>
10%	<p>Agency Support Team Leads the Agency Support Team by providing escalated IT support to members of CalEPA staff. Duties include: ensure the team is accurately diagnosing and resolving complex IT issues at all levels in an expedited manner; ensure that response times meet Service Level Agreement (SLA) guidelines; monitor and report on performance metrics, provide onsite support for the most complex issues, oversee the deployment of personal computers as necessary; lead and coordinate in key process improvements; serve as a cornerstone for escalating support issues.</p>

10% **Service Desk Support**
 Responsible for providing technical assistance and support related to the most complex or escalated trouble ticket requests for Headquarters office customers. Primary responsibilities include: monitor and respond quickly and effectively to requests; mentor and coach junior team members; assist in providing Level II support, act as an escalation point for the most complex trouble ticket requests; perform post-resolution follow-ups; perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, configuring systems and applications, assist in software releases and roll-outs according to Change Management best practices; follow Service Desk standard operating procedure (SOP) guidelines. Other related duties as assigned.

5% **Administrative Duties**
 Performs administrative duties including, but not limited to: adheres to Agency policies, rules, and procedures; submits administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately reports time in the Daily Log system and submits timesheets by the due date.

Typical Physical Conditions/Demands:

The incumbent works most of the time on a desktop computer in a cubicle environment in a high rise office building in downtown Sacramento. The incumbent may spend multiple hours a day on the phone interacting with staff. The incumbent may work with sensitive and confidential information. The incumbent must be able to meet critical deadlines.

Typical Working Conditions:

This position requires the ability to perform a variety of technical duties in support of the Agency’s complex IT systems. Knowledge and skill in utilizing Microsoft Office software are desirable. The incumbent must have good customer service skills and work well with others in a team environment. Failure to provide timely and complete assistance to service desk requests could cause confusion on the part of the questioner, additional work to clarify responses and result in complaints from customers. Slow service desk response times could result in loss of productivity to staff. The magnitude of this type of error is moderate and could also result in customer frustration. Failure to provide accurate service desk assistance could result in other Information Technology staff getting pulled from their assigned projects to remedy erroneous information causing increased task completion times and costs. The magnitude of this type of error is moderate. Failure to prepare comprehensive and accurate customer help materials or tutorial materials on features and software functionality could cause confusion on the part of the customer and result in complaints from customers. The magnitude of this type of error is high and could tarnish the organization’s reputation.

Special Requirements of Position (Check all that apply):

- Duties performed may require pre-employment and/ or routine screenings (background/criminal/fingerprint clearance, drug testing, fingerprinting, physical, etc.).
- Duties require participation in the DMV Pull Notice Program.
- Performs other duties requiring high physical demand. (Explain below)
- Requires repetitive movement of heavy objects and/or operation of heavy machinery or motorized vehicles.
- Other (Explain below)

Explanation:

Supervisor Statement

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date

Employee Statement

I have discussed these duties with my supervisor and have been provided a copy of this duty statement. I certify I have read, understand, and can perform the duties of this position either with or without reasonable accommodation*.

**A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity. (If you believe reasonable accommodation is necessary, check yes. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Reasonable Accommodation Coordinator.)*

Do you need a reasonable accommodation to perform the essential functions of this position? **YES** **NO**

Employee Name	Employee Signature	Date