

**DUTY STATEMENT**

Employee Name:	Position Number: <b>580-152-1402-036</b>
Classification: Information Technology Specialist I (Client Services)	Tenure/Time Base: Permanent / Full-Time
Working Title: Technical Support Specialist	Work Location: 1616 Capitol Ave, Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Data Center Operations and Services Branch/Customer Service Section

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. As well as, creating innovative solutions, strengthening partnerships and collaborations, and embracing technology.

The incumbent works under the direction of the Information Technology Supervisor II, of the Customer

Service Section (CSS). The Information Technology Specialist I (ITS I) provides advanced level information technology (IT) support to CDPH users. The ITS I installs, maintains, and administers IT resources in support of a centralized IT environment. Responsible for leading desktop related hardware/software implementation, systems management, analyzing business impact and exposure based on emerging security vulnerabilities, and recommends technological solutions for management review. The ITS I prioritizes work, resolves the advanced technical hardware/software and connectivity issues, and provides an advanced level of support.

The ITS I will perform duties in the Client Services and Software Engineering domains.

### Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: 5% Travel throughout California to assist CDPH staff, work on hardware related issues or to train a group of users may be required
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

### Essential Functions (including percentage of time)

- 40% Performs complete desktop support that includes installation and maintenance of workstation hardware and software; smart phone and mobile devices; imaging; upgrades to hardware and software; assists CDPH users with hardware and software problems; performs routine network maintenance and troubleshooting; replaces systems and arranges for repairs; installs and set up workstation operating systems; maintains network printers; troubleshoots and installs software on all systems; and provides end users with accessing and using network resources, desktop virtualization support, and assists in remote access. Creates and maintains user accounts and permissions. Monitors, processes and resolves help-desk tickets. Works with customer on setting up video conferencing when required. Troubleshoots mobile devices while working with the Intune subject matter expert for policy updates, iOS upgrades or mobile application deployments. Enrolls State owned mobile devices and customer owned devices (bring your own device - BYOD) using a mobile device management (MDM) service. Assists multiple programs with new device roll out and upgrades. Works with different teams and vendors in finding solutions to web conferencing applications. Works within Azure or similar tools to assist customer when needed.

Utilizes Software Center Configuration Manager (SCCM) or similar product to perform duties as needed. Provides virtual desktop support and troubleshooting as needed. Works and understands Asset Management regarding IT equipment tracking and reporting.

- 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.

20% Designs and enhances the workstation management solution using a Windows based operating system. Integrates solutions such as desktop virtualization, enterprise print management, wireless technology, anti-virus, security, and encryption solutions into the CDPH enterprise. Coordinates and consults with users concerning technology changes. Develops and maintains software documentation for each phase of the systems development life cycle to ensure maintainability. Develops plans to execute IT systems relating to design, coding, testing, defect management, system integration, implementation, and documentation of software components by outlining tasks and developing timelines and schedules. Creates documentation on processes and procedures for peers and customers.

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

**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: 3/19/25