RPA NUMBER (HR USE ONLY)
24-173 PROPOSED

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).
INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME
		Vacant

D. CIVIL SERVICE CLASSIFICATION	E. POSITION WORKING TITLE
Information Technology Specialist I	End User Support Technician

F. CURRENT POSITION NUMBER	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
695-312-1402-014	695-312-1402-014

H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION	I. SUPERVISOR NAME AND CLASSIFICATION
Office of Administrative Services / Internal IT Services / Dept. Desktop Support & Voice Services / Systems Access Services / Rancho Cordova, CA	Information Technology Manager I

J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE)	K. POSITION REQUIRES:		
MON – FRI, 8:00AM – 5:00PM, DAY	FINGERPRINT BACKGROUND CHECK	☐ YES	☒ NO
	DRIVING AN AUTOMOBILE	☐ YES	☒ NO

Section B: Position Functions and Duties
Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☐ Business Technology Management   ☐ IT Project Management   ☒ Client Services
☐ Information Security Engineering   ☒ Software Engineering   ☒ System Engineering

Organizational Setting and Major Functions

Under the direction of the Information Technology Manager I (ITM I), the Information Technology Specialist I (ITS I) performs a wide variety of tasks requiring regular innovative problem-solving within broadly stated and non-specific guidelines in Software Engineering and System Engineering and Client Services. In addition, the ITS I is responsible for creating and maintaining documentation and processes. The ITS I is responsible for customer service and technical support in the areas of workstation hardware, mobile phone support, software configuration and security, operating system image management, software configuration implementation and release management, remote administration and hardware refresh projects. The services, including sensitive and confidential material are provided to all levels of staff. Systems Access Services provides connectivity, mobility, and applications for workstations as well as shared storage and printing services for the enterprise. Systems Access Services also provides research, design, test and implementation of software systems issue resolutions and root cause analysis. The ITS I is responsible for assisting with the success of the System Access Services team by providing excellent customer service during the delivery of the following tasks:

% of time performing duties	**Essential Functions**
30%	Write scripts via PowerShell to administer and configure Windows OS devices and servers as well as customizing server-based tools for the enterprise management and automation of Systems Access Services, including scripts and programs to push and distribute files, applications, and patches to Windows OS devices. Perform capacity planning and performance management to optimize device performance. Deploy system software and updates through Microsoft Endpoint Configuration Manager (MECM).
25%	Configure, install, troubleshoot, and resolve hardware and software issues on Windows OS devices, applications, utilities, and other software in compliance with the standards of the department by using the approved processes, standards, and tools. Create and administer user accounts and authentications for software applications utilizing Active Directory, Azure AD, MECM, ServiceNow and PowerShell. Document all work in the service management tool ServiceNow.
15%	Provide support for CDT's voice services. Coordinate and manage the issuing and return of voice service equipment. Independently troubleshoot voice services problems and work with corresponding vendors and customers on resolutions. Monitor, maintain and update mobile device

	policies and management of enterprise MDM solutions including Microsoft Intune and Apple Business Manager.
10%	Conduct physical building audits of Desktop Support and Voice Service assets, updating the asset tracking database. Maintain hardware and software inventory and licenses.
10%	Manage, configure, maintain, and support endpoint security software including endpoint protection and encryption; investigate security incidents and coordinate with the department's security operations center.

Marginal Functions

5%	Act as lead on hardware, software and voice projects while using the department and state project management processes. Also participate as a contributing team member on projects lead by other ITS I or ITS II staff or departmental staff.
5%	Participate in and support the department's Information Technology Service Management (ITSM) processes by comprehensively documenting, using software tools such as Active Directory (AD) and ServiceNow.

Other related duties as required.

Work Environment Requirements
- Required occasional off-shift work and weekends, including holidays.
- Occasional travel is required to perform assigned duties, attend training, or provide customer support.
- Must be able to move up to 40 pounds for short distances.
- Must crawl on the floor and under furniture to connect various computer cables.

Allocation Factors

Supervision Received:
The ITS I receive direction from the ITM I.

Actions and Consequences:
The ITS I will make recommendations that impact enterprise Windows OS devices, architecture, and system access services of employees at the highest level of state government. All department services rely upon system access, reliability, availability, and are dependent upon sound decisions and recommendations from this position. The consequences of poor recommendations by the ITS I include degradation and/or failure of services to the department which could negatively impact staff productivity and the enterprise.

Personal Contacts:
The ITS I will work with all departmental staff, vendors, students, and directly with the most senior and confidential staff of the California Department of Technology.

Administrative and Supervisory Responsibilities:
None

Supervision Exercised:
None

Other Information

Desirable Qualifications:
- Knowledge of customer service and support principles in an IT environment.
- Knowledge of information systems study, design, programming, and coding.

| | | • Knowledge of computer architecture (CPU, memory allocation, peripheral devices, 1/0, etc., in order to perform technical support functions) including knowledge of device diagnostics and tuning tools.
• Knowledge of PowerShell.
• Knowledge of Windows OS (Windows 10, Windows 11 and MacOS).
• Knowledge of Microsoft 0365 and Microsoft Office.
• Knowledge of Windows Server OS (Server 2012, Server 2016, Server 2019).
• Knowledge of procedures to ensure production or delivery of products and services, including tools and mechanisms for distributing new software.
• Knowledge of methods and practices for troubleshooting, recovering, adjusting, modifying and improving IT systems.
• Knowledge of methods and practices for creating and maintaining documentation and processes.
• Knowledge of iOS and Android mobile platforms.
• Knowledge of MDM solutions such as Intune.
• Knowledge of methods, tools, and procedures, including development of information security plans, to prevent information systems vulnerabilities, and provide or restore security of information systems and network services.
• Ability to design, test, modify, install, evaluate, upgrade, configure, troubleshoot, and maintain customer hardware and software on servers, desktops, and laptops.
• Ability to participate in the research, evaluation, and testing of hardware and software products and systems solutions. |

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE