

CALIFORNIA COASTAL COMMISSION

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**CALIFORNIA COASTAL COMMISSION
DUTY STATEMENT
INFORMATION TECHNOLOGY ASSOCIATE**

EMPLOYEE NAME: TBD

WORKING TITLE: Information Technology Associate

WORK UNIT/DIVISION: Information Systems Unit (ISU)

LOCATION: San Francisco

DATE OF APPOINTMENT: TBD

CBID: R01

TENURE/TIMEBASE: Permanent/Full-time

POSITION SUMMARY

Under the supervision and general direction of the IT Supervisor II, incumbents perform complex and specialized tasks with broad scopes, typically involving more than one unit, function, or process, following well-defined procedures in the Business Technology Management, Client Services, and/or System Engineering domains.

Incumbents may install or repair hardware or peripheral equipment; install or update software and operating systems, manage user accounts and technology inventory; resolve client incidents or requests; ensure software/hardware compliance with security policies; create, test, maintain, and deploy desktop products; configure and/or modify software programs; maintain the Commission's servers, network and firewall devices; monitor information technology systems to ensure integrity and tune the system to meet performance requirements; troubleshoot routine issues; maintain documentation, and other related activities. Incumbent reports to the IT Supervisor II.

ESSENTIAL FUNCTIONS

- 25% Maintaining Active Directory, Entra ID, and Entra Connect. Monitoring Tenable, Microsoft Sentinel and Defender for Endpoint for security and vulnerability events and escalating based on incident response requirements. Adminstrating Microsoft Intune and Tanium for creating software and updated deployment packages for ensuring compliance requirements.
- 15% Maintain the Commission's Microsoft Windows Server infrastructure in Hyper-V, VMWare, and Azure environments, ensuring proper server hardening, successful

Windows Updates and backups.

- 15% Provide escalated information technology support for the ISU Help Desk for all aspects of the Microsoft Windows Server and network operations for Commission staff, including, but not limited to, laptops, desktops, peripheral equipment, network connectivity, video conferencing, access to Commission resources (on-prem and cloud), productivity software applications (Microsoft 365, SharePoint, OneDrive, Adobe, Zoom), Defender for Endpoint security suite and other cloud-based platforms. Assist in maintaining Poly Studio conferencing systems.
- 10% Configures, manages, monitors, and administers the Commission's Palo Alto firewalls and Aruba network switches; monitors system and IDS/IPS logs for anomalies and security events; making approved rule changes to ensure business applications function optimally and adhere to state security policies.
- 10% Managing Synology NAS file storage from creating and maintaining file shares and permissions to ensuring successful enterprise-wide backups.
- 10% Assist with research for various IT projects, coordinating with Commission staff on business justifications or the scope of work. Coordinate outside technical assistance, when necessary, which may include working with other State agency technical staff or outside vendors.
- 5% Assist with provisioning and preparing IT equipment for deployment to Commission staff and offices. Coordinate the transport of IT assets to Commission district offices throughout the state.
- 5% Participates in tasks, trainings, outreach, and other activities that support implementation of the agency's Justice, Equity, Diversity, and Inclusion (JEDI) plan, which aims to create an inclusive workplace that allows staff from diverse backgrounds to thrive and improves agency outreach and public engagement. For example, this may include attending quarterly JEDI calls, sitting on interview panels, contributing to or attending staff trainings on JEDI issues such as on implicit bias, presenting at outreach events at locations with greater diversity, and providing input on hiring practices.

MARGINAL FUNCTIONS

- 5% Other duties as assigned by IT Supervisor II.

SUPERVISION EXERCISED OVER OTHERS

Does not supervise; however, may be a project lead, provide direction and training to staff and users.

KNOWLEDGE, SKILLS & ABILITIES

Knowledge of: Information technology systems and their use including, but not limited to, procedures, controls, and documentation.

Ability to: Analyze and take effective action; perform arithmetical computations; communicate effectively; work cooperatively with others and gain their respect and confidence; follow instructions.

Special Personal Characteristics: Willingness to work unusual shifts from time to time, including evenings, nights, and weekends.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Ability to use a computer up to 8 hours a day.

Able to interact with staff needing IT assistance by communicating over the phone, by email and in-person.

Ability to lift up to 25 pounds.

WORK ENVIRONMENT

Prolonged periods of sitting. Sit/Stand desks are provided for in-office use.

Work in a high-rise building, with LED lighting, in downtown San Francisco. No parking available.

Monday through Friday, during typical business hours. Actual work hours will be determined upon hiring.

The Commission supports a hybrid workplace model with office-based and remote-centered workers. This position is expected to work 2-days per week in the San Francisco (HQ) office at 455 Market Street, #300, San Francisco. This is subject to change.

I certify that this duty statement represents an accurate description of the essential functions of this position.

Scott Collier - IT Supervisor II (ISU Manager)

I have read this duty statement and agree that it represents the duties I am assigned.

[NAME - TBD]