

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Enterprise Information Services		POSITION NUMBER (Agency-Unit-Class-Serial) 065-627-1414-015			
DIVISION / UNIT Infrastructure Services- Servers, Services, Storage & Virtualization		CLASSIFICATION TITLE Information Technology Specialist II			
		WORKING TITLE Virtual Desktop Infrastructure Lead			
		TIME BASE / TENURE Full-Time/Permanent	CBID R01	WWG E	COI Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
LOCATION Birkmont Drive, Rancho Cordova CA		INCUMBENT		EFFECTIVE DATE 1/25/24	

CDCR'S MISSION and VISION

Vision

We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.

Mission

To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.

COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.

DIVISION OVERVIEW

Enterprise Information Services (EIS) is the catalyst that drives transformation. We enhance safety, enable rehabilitation, and drive operation efficiency. EIS provides a full range of information technology (IT) services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation and support.

GENERAL STATEMENT

Under the direction of the Servers, Services, Storage and Virtualization Unit Information Technology Manager I, the Information Technology Specialist II (ITS II) is responsible for planning, designing and carrying out design analysis and other work-related tasks that relate directly to servers, services, storage and virtualization activities. The ITS II must have extensive technical knowledge and experience in designing, implementing, and managing large and complex server-based computer systems with an in-depth knowledge of Microsoft Windows Server Operating System platforms, utilities, tools and applications, in server, desktop and application virtualization technologies and services, in storage area networks (SANS) and storage arrays, and in backup and recovery administration. The ITS II demonstrates specialization in infrastructure system administration/operation as well as have expert knowledge and ability to apply architectural concepts relative to system, server, and storage, networking components, in designing, implementing and evaluating short or long term, complex, on-premises or cloud deployment systems. The ITS II demonstrates true proficiency with respect to data processing concepts, practice, methods and principles along with an in-depth understanding of current and evolving industry trends, security and standards. The ITS II develops and ensures availability of infrastructure services for an enterprise environment for departmental business applications, system infrastructure management, and virtual desktop infrastructure and ensures new and current applications/systems integrate with existing infrastructure resources/architecture. The ITS II works as a technical lead solving the most difficult problems related to systems, applications servers, network servers and network policies.

INFORMATION TECHNOLOGY DOMAINS – PLACE AN "X" ON ALL APPLICABLE DOMAINS

	Business Technology Management	X	Client Services		Information Security Engineering
X	Information Technology Project Management	X	Software Engineering	X	System Engineering

% of time performing duties Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.

35%	<p>IT Program Support Duties</p> <ul style="list-style-type: none"> Participates as a project team member/lead and contributes to other program area meetings to assess customer needs and program requirements.
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- Performs the duties with respect to VDI IT concepts, embracing the use of IT best practices, methods, principles and prescribed standards.
- Specializes in local system administration/operation, as well as applying concepts relative to system, application and network components in designing, implementing and evaluating long term, complex information technology systems.
- Performs competently as a leader or as a team member in a multi-discipline team environment, as appropriate.
- Lead on licensing issues and the roles and responsibilities of oversight and regulatory agencies. Networking and interfacing effectively with external entities, technical personnel, and upper management.
- Defines the Windows virtual server and desktop image standards, deployment methods and use of supporting tools and technologies: Infrastructure - storage, networking, servers, load balancing, etc.; Anti-virus and Profile management.
- Architects, implements, tests, and supports application server and desktop virtualization.
- Meets key performance indicators for infrastructure, user experience, applications, storage, servers, and network components related to VDI, escalating outcomes appropriately.
- Works on automating system procedures and processes to evolve the technology in the organization.
- Contributes to knowledge base for troubleshooting and maintaining the environment.
- Provides documentation, processes and technical training to service desk and administrator level team members.
- Provides operational support for Active Directory and related network support equipment to ensure changes and maintenance did not interrupt service to the customers.
- Responsible for the analysis, administration and support of thin clients, virtual and physical desktops with their connection to VDI.
- Develops and maintains O&S Standard Operating Procedures for VDI Environment.
- Provides support and assistance to System Administrator(s), Network Engineer(s) and Telecommunications Systems staff in the delivery of End User support and Systems Maintenance.
- Assists in ensuring compliance with security policies and procedures. Participates in the development and implementation of VD I-related operational procedures and standards.
- Interfaces with vendors to ensure appropriate resolution during network outages or periods of reduced performance.
- Maintains current knowledge of relevant hardware and software applications as assigned.
- Participates in special projects as required.
- Maintains current knowledge of relevant hardware and software applications as assigned. Virtual software provisioning skills.
- Provides Tier 2/3 support for VMware Horizon, vRealize Automation, vROps, and VMware NSX and other virtualization technologies.
- Maintains the Virtual Desktop Infrastructure Environment.
- Configures, maintains, and documents the virtual server infrastructure including the physical hyper converged hardware.
- Writes and maintains scripts to improve system management tasks.
- Participates in change control process for all planned application and technical activities.

30%

Problem Disruption and Resolutions

- Responds to complex customer information technology requests received via telephone, application work orders, and e-mail or escalated by 1st or 2nd level staff.
- Supports customers experiencing hardware, software, and network problems of moderate complexity.
- Monitors network devices using network monitoring tools to identify possible outages.
- Assists team in root cause analysis to implement or recommend implementation of solutions to customer reporting production problems.
- Makes recommendations regarding incident control/problem management process improvements based on analysis of current process and service delivery targets.
- Answers customer calls requesting new services and directs work orders to appropriate servicing unit for resolution.

15%	<ul style="list-style-type: none"> Verifies customer satisfaction and completion of service request then closes the tracking record. Communicates with EIS technical staff to escalate technical issues and work effectively with all levels of EIS staff including external service providers such as control agencies and other departments.
10%	<p>Leadership Responsibilities</p> <ul style="list-style-type: none"> Acts as a project lead, makes presentations, trains new employees, coordinates work assignments, and innovates new ideas for quality customer support. Leads the Audits of all systems for accuracy and approved usage of the computers.
10%	<p>Documentation and Reporting</p> <ul style="list-style-type: none"> Proofreads, develops, revises, and post virtualization procedures and manuals. Develops work plans and proposals. Provides status reports and workload data to management as requested. Prepares ad-hoc reports.
10%	<p>Training</p> <ul style="list-style-type: none"> Participates in formal and informal training programs to strengthen analytical skills and enhance knowledge of software tools and packages which would prove beneficial to end-users.

SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, nonemployees and employees shall be made aware of this.

CONSEQUENCE OF ERROR

The consequence of error at the Specialist II level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, and loss of business continuity. Consequences also include error in making decisions or giving advice that would have a serious detrimental effect on the operating efficiency of the undertaking or function.

To be reviewed and signed by the supervisor and employee:

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

SUPERVISOR'S STATEMENT:

- I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE