

**DUTY STATEMENT
INFORMATION TECHNOLOGY SPECIALIST I
DOMAIN: SYSTEM ENGINEERING**

OUR VISION
All Californians living in homes they can afford.
OUR MISSION
Investing in diverse communities with financing programs that help more Californians have a place to call home.

EMPLOYEE INFORMATION

Employee Name		Effective Date	
Classification Information Technology Specialist I		Position Number 693-001-1402-901	
Division/Section/Unit Technical Unit		Location Sacramento, CA	
CBID R01	Work Week Group E	Tenure Permanent	Time Base Full-Time
Immediate Supervisor		Supervisor Classification Information Technology Manager I	

POSITION DESIGNATED CONFLICT OF INTEREST

This position is designated under the Conflict-of-Interest Code. The position is responsible for making or participating in making governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of the appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS

This position requires the incumbent to communicate effectively orally and in writing in dealing with the public and/or other employees; develop and maintain knowledge and skills related to the position’s specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to the Agency’s policies and procedures regarding attendance, leave, and conduct. Must maintain regular and consistent attendance at such level as is determined at the Agency’s sole discretion. Must be regularly available and willing to work the hours the Agency determines are necessary or desirable to meet its business needs.

2 CCR § 172 – General Qualifications, states in pertinent part:

The incumbent is expected to possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class.

DIVISION DESCRIPTION

The California Housing Finance Agency’s (CalHFA) Information Technology Division also known as IT, implements and maintains systems and information technology infrastructure to improve service to partners and borrowers and keeps CalHFA on the competitive edge of the mortgage industry. IT also works with internal employees to maintain and improve CalHFA's network of email and internet services, as well as the many software programs used by other divisions

POSITION DESCRIPTION

Under direction of the Information Technology Manager I, the Information Technology Specialist I provides architectural, engineering, operational, and project management support for the Agency’s Information Technology (IT) databases which include the creation, management, monitoring, and backups of Microsoft SQL Server databases to meet the Agency’s missions and goals. The IT environment includes production, development, test, and disaster recovery databases hosted in multiple sites, and this position’s duties include the entire system life cycle for databases.

The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other

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duties, commensurate with this classification, as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload. The duties and responsibilities include, but are not limited to the following:	
PERCENTAGE OF TIME	ESSENTIAL FUNCTIONS
50%	<p>Database Administration</p> <p>Performs as the Microsoft SQL Database Administrator to ensure the databases run at optimal performance, providing reliable access, and ensuring system functionality and data availability. Performs the following activities and tasks for multiple version and editions of Microsoft SQL Server running on premises in a VMWare environment, Microsoft Azure SQL databases, and Microsoft SQL Databases running in Amazon Web Services (AWS):</p> <ul style="list-style-type: none"> • Serves as a Subject Matter Expert (SME) in database administration to guide and assist other IT staff to access the Agency's data and information properly and securely. • Works with the Infrastructure and Developer Teams to install, configure, and maintain the servers and databases to provide the infrastructure required to host the Agency's critical information systems. • Coordinates database maintenance with other server administrators as needed. • Maintains backup and recovery procedures and recovers data as required. • Monitors database performance. • Defines user and manages roles using the least privilege access principles. • Analyzes and resolves database performance issues, failures, and problems. • Solicits third-party vendors for assistance in resolving complex and/or critical data problems, as needed. • Creates, maintains, and documents Entity Relationship Diagrams, Data Dictionaries, and Procedural Language/SQL scripts. • Develops database system design documents, specifications, and diagrams for existing systems and new system implementations. • Participates in upgrades of operating systems, testing the application of security updates, and resolving security vulnerabilities and threats for database environments. • Recommends, develops, and maintains Business Continuity (BC) and Information System Recovery Plans (ISRP). • Ensures established standards and best practices for system design, development, deployment, and system maintenance and operations are followed. • Participates in the analysis and selection process for new IT services/solutions to meet identified business needs. • Utilizes project management principles and methodologies to ensure customer needs are met, Agency standards are followed, and project milestones and deliverables are accomplished on time and within budget and scope, to increase efficiency and reduce business costs. • Stays current on emerging technology issues and ensure client satisfaction. • Recommends enhancements and automations to current processes.
20%	<p>Systems Administration</p> <p>Acts as a backup member of the Tier 3 Support Team to perform system administrator duties including:</p> <ul style="list-style-type: none"> • Active Directory administration-managing distribution and security groups, user, computer accounts, and group policies. • File system administration, including permissions, NT File System (NTFS), Distributed File Systems (DFS), and File Replication Service (FRS); Printer administration, including drivers, print spooler, and printer queues. • Assists the help desk and end-user support with escalated issues from the Tier 2 Technicians.

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15%	<u>Enterprise Content Management (ECM) Administration</u> Acts as backup to help manage the SharePoint environment to ensure the availability of ECM tools. <ul style="list-style-type: none"> Manages and monitors space utilization for ECM and log files on the disk to ensure systems have essential resources to run successfully. Monitors SharePoint crawls and related activities for data availability for Agency staff. 	
10%	<u>Public Record Act (PRA) and Litigation Data Management</u> Responsible for mining electronic data (network files and databases) to ensure timely response to PRA and litigation hold requests while ensuring litigation hold account information is accurate and current.	
PERCENTAGE OF TIME	MARGINAL FUNCTIONS	
5%	<u>Team Member</u> <ul style="list-style-type: none"> Actively participate as a team member, participates in staff meetings, attends training, provides work status reports, handles special projects, and performs other duties as required within the scope of the assigned classification. 	
PERSONAL CONTACTS		
<ul style="list-style-type: none"> Daily contact with departmental managers, supervisors, staff at all levels, representatives from other State departments, and members of the public. 		
SPECIAL REQUIREMENTS		
<ul style="list-style-type: none"> During special projects or emergencies, employees may be required to work weekends and/or after hours to help resolve reported problems affecting critical software/hardware. 		
WORK ENVIRONMENT		
<ul style="list-style-type: none"> Prolonged sitting Works in a high-rise building Uses a computer keyboard and reads from computer screens several hours a day 		
PHYSICAL ABILITIES		
<ul style="list-style-type: none"> Ability to transport 20 lbs. Ability to occasionally transport up to 50 lbs. Requires movement of heavy objects 		
TRAVEL		
<ul style="list-style-type: none"> Occasional travel may be required within and/or outside the state of California via private or public transportation (i.e., automobile, airplane, etc.) 		
EMPLOYEE ACKNOWLEDGEMENT		
I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with Human Resources.)		
Employee Name	Employee Signature	Date
SUPERVISOR ACKNOWLEDGEMENT		
I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.		
Supervisor Name	Supervisor Signature	Date