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|  | | Current Proposed | | |
| STATE OF CALIFORNIA  California Victim Compensation Board  Rev. 09/17 | |  | | |
| **DUTY STATEMENT** | | | | |
| EMPLOYEE | | | RPA NUMBER  18-092 | |
| VACANT | | |
| POSITION NUMBER | CLASSIFICATION | | WORKING TITLE | |
| 040-410-1402-016 | Information Technology Spec. I | | Infrastructure Engineer | |
| DIVISION | BRANCH | | CBID | WWG |
| Information Technology Division | Enterprise Services Branch | | R01 | E |
| WORK DAYS | WORK HOURS | | TENURE | TIME BASE |
| Monday – Friday | Supervisor Discretion | | Permanent | Full-time |
| **CONFLICT OF INTEREST CLASSIFICATION** | | | | |
| This position is designated under the Conflict of Interest Code and is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment. | | | | |
| Conflict of Interest Classification?  Yes  No | | | | |
| **DEPARTMENT OVERVIEW** | | | | |
| The California Victim Compensation Board (CalVCB) is a state program dedicated to providing reimbursement for many crime-related expenses to eligible victims who suffer physical injury or the threat of physical injury as a direct result of a violent crime. CalVCB funding comes from restitution paid by criminal offenders through fines, orders, penalty assessments and federal funds.  Our mission is to assure the rights of victims of crime by providing responsive financial compensation through a stable restitution fund. CalVCB is a special funded department under the direction of the Government Operations Agency. | | | | |
| **EMPLOYEE ACKNOWLEDGEMENT** | | | | |
| I have read and understand the duties of this position 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 you believe 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 the Office of Civil Rights). | | | | |
| EMPLOYEE’S NAME (Print) | EMPLOYEE’S SIGNATURE | | DATE | |
| Vacant |  | |  | |
| **SUPERVISOR ACKNOWLEDGEMENT** | | | | |
| I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement. | | | | |
| SUPERVISOR’S NAME (Print) | SUPERVISOR’S SIGNATURE | | DATE | |
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| STATE OF CALIFORNIA California Victim Compensation Board  **DUTY STATEMENT**  (REV. 09/17) **RPA 18-092** | |
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| **GENERAL STATEMENT** | |
| This position is in CalVCB's Information Technology Division (ITD). In ITD, you will be working with a dynamic group of co-workers using industry-leading technologies within a creative and supportive work culture that accommodates a healthy work-life balance.  We believe in developing our staff by providing growth through learning and leadership opportunities. If you are ready to take the next step in your career, we encourage you to become a part of our team.  We are seeking an Information Technology Specialist I to serve in the Infrastructure Section to enhance and support the CalVCB’s hardware environment. The incumbent will provide technical assistance for the design, development, documentation, implementation, and maintenance of infrastructure systems. This position will primarily function within the System Engineering domain. | |
| **% OF TIME PERFORMING DUTIES** | **ESSENTIAL FUNCTIONS** |
|  | The performance of duties will be accomplished in accordance with CalVCB policies and in compliance with the established rules and standards governing the program. Candidates must have the ability to perform the following essential functions with or without reasonable accommodations.  **This position is designated under the Conflict of Interest Code and is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.** |
| 40%  30%  25%  5% | **ESSENTIAL FUNCTIONS:**  The incumbent is responsible for managing all aspects of CalVCB’s virtualized Microsoft Windows infrastructure and will provide support for mission critical systems utilizing VMware virtualization technology. Manage Microsoft products including Windows Server, DNS, DHCP, and Active Directory. Monitor and optimize server and storage performance. Support the installation and upgrades of CalVCB’s hardware platforms. Resolve incidents in compliance with service level agreements. The incumbent is responsible for acting as a subject matter expert and for providing timely status updates to management and team leads on a regular basis.  Act as a leader and/or contributing team member on diverse projects. Serve as a lead technical resource for projects, review and provide solutions for technical issues, and actively meet projected time lines and critical deadlines. Review technical material, new technologies, and participate in feasibility and benchmarking studies. Keep current on statewide technology initiatives and be familiar with industry best practices.  Perform backup/recovery tasks as required for CalVCB’s network devices. Perform infrastructure disaster recovery testing and maintain the supporting documentation. Apply security, operating system, and software patches and updates. Create and maintain documentation of business processes. Follow change management processes; ensure proper testing for system or application upgrades, patches, routine maintenance, and emergency changes. Supporting information technology (IT) telecommunications and computing environments. Communicate with staff to ensure notifications are made to potentially affected users and stakeholders.  Plan infrastructure maintenance and upgrades. Work with vendors to establish timelines for new services and solutions, or the discontinuation of services. Routinely review and ensure system health, report findings to management and team members; recommend resolutions for issues. Proactively analyze processes for effectiveness and improvement. Other duties as assigned. | |
| **DESIRABLE QUALIFICATIONS** | | |
| **Experience with the following:**   * VMware ESXi 5.5 through 6.5 administration, patching and upgrades. * EMC network storage products. * Avamar. Data Domain backup solutions. * Windows Server OS, Active Directory, SCCM. * Networking fundamentals in support of TCP/IP and telecommunications networks. * Backup, recovery and disaster preparedness. * Project management concepts, terms, and methodologies. * Technical report writing, research, and analysis. * Industry best practices and standards for developing and maintaining applications for networked PC’s, internet/intranet, cloud based systems, web services, and database servers. * Experience monitoring and optimizing application systems. * Knowledge of functional and technical requirements and system design concepts. * Exposure to industry standards, concepts, practices, methods, and principles. * The role and responsibility of various sections within an IT organization. * The role and responsibility of various State control agencies. | | |
| **PERSONAL CHARACTERISTICS and EXPECTATIONS** | | |
| **PERSONAL CHARACTERISTICS:**   * Ability to develop statistical data and evaluate results. * Ability to take and follow verbal and/or written direction from supervisors and managers. * Ability to problem-solve and use critical and creative thinking to effectively perform work as part of a team or individually. * Good interaction skills and the ability to deal tactfully, congenially and in a personable manner. * Communicate successfully in a diverse community as well as with individuals from varied backgrounds. * Ability to foster positive working relationships with internal and external customers/clients/co-workers. * General knowledge of the Victim Compensation Program and ability to establish program goals/objectives, identify/resolve program issues. * General knowledge of governmental functions and organization at the State level.   **WORK EXPECTATIONS:**   * Arrive to work on time and be fully accountable for working a forty-hour work week. * Come to meetings prepared. * Dress appropriately for an office environment. * Demonstrate leadership, diplomacy and courtesy. * Follow through and ensure deadlines are met. * Use tact and good judgment interacting professionally with management, staff and the public. * Maintain awareness of the CalVCB’s Strategic Plan, mission, goals, policies and procedures. * Coordinate multiple and/or changing priorities in a heavy workload situation. * Ability to effectively handle stress and deadlines in a fast-paced work environment. * Display good interaction skills and the ability to deal professionally, congenially and in a personable manner with the public, other governmental entities, and staff at all levels. * Communicate successfully in a diverse community as well as with individuals from varied backgrounds. * Understand, follow and enforce all safety rules and procedures.   Complete assignments in a timely and efficient manner. | | |
| **PHYSICAL ABILITIES** | | |
| * Typical work requires prolonged sitting using a computer and telephone. * Common eye, hand, and finger dexterity is required for most essential functions. * Grasping and making repetitive hand movements in the performance of daily duties. * Some carrying/moving of objects up to thirty pounds. | | |