

CURRENT
 PROPOSED

DUTY STATEMENT

DATE REVISED 9/11/18			
RPA #	POSITION NUMBER (Agency - Unit - Class - Serial) 065-645-1414-001	CLASS TITLE INFORMATION TECHNOLOGY SPECIALIST II	
UNIT Server, Storage, Services, Virtualization Unit		WORKING TITLE Infrastructure Architect	
LOCATION (GEOGRAPHIC/REPORTING LOCATION) Enterprise Information Systems, 1960 Birkmont Drive, Rancho Cordova, Ca 95742			
EMPLOYEE INFORMATION			
EMPLOYEE NAME		DATE APPOINTED	
WORK SCHEDULE Monday through Friday		WORK HOURS 8:00 a.m. to 5:00 p.m.	
TENURE Permanent	TIMEBASE Full-time	CBID R01	WWG E
PROBATION <input type="checkbox"/> 6 Months <input checked="" type="checkbox"/> 12 Months <input type="checkbox"/> N/A			
VISION, MISSION, AND VALUES STATEMENT			
Enterprise Information Services (EIS) provides a full range of information technology services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation and support. Refer to the Service Catalog for more information on what we do for CDCR and the IT Strategic Plan for our roadmap for the future.			
SUPERVISION EXERCISED:			
This level does not supervise, but may lead. The Specialist II has defined responsibility and authority for decision making related to projects or in an advisory function.			
GENERAL STATEMENT			
Under general direction of the Information Technology Manager I, the Information Technology Specialist II (ITS II) will develop, prepare, maintain and implement standards and architectural designs, drawings, technical artifacts, project plans, etc., relevant to the business needs of CDCR. Assist CDCR's CIO, the Enterprise Architecture (EA) team and other Department executive level management to formulate strategic IT direction and specific IT Goals to meet CDCR's strategic business objectives. Demonstrate true proficiency with respect to data process concepts, practice, methods and principles along with an in-depth understanding of current evolving industry trends, security and standards. Demonstrate 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, for complex on premise or cloud deployment systems. Develop and ensures availability of infrastructure services for an enterprise environment for departmental business applications and system infrastructure management, ensures new and current applications/system integrate with existing infrastructure resources/architecture. Plan, develop and implement technical solutions that are essential to the mission of the overall organization and/or affect a large number of CDCR business areas on a long-term basis. Lead and mentor project teams and staff. Perform risk assessments and recommend information technology solutions. Plan, design, and implement the enterprise data models using standardized modeling tools to align technology solutions with business strategies.			
DESCRIPTION OF DUTIES			
% 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 not to exceed 35%. (Use additional sheet if necessary)		
ESSENTIAL FUNCTIONS			

35%	<p>Infrastructure Architect Responsibilities</p> <ul style="list-style-type: none"> • Develop, document and diagram the strategic technical vision for IT Infrastructure in collaboration with other departmental EA, subject matter experts and other technical staff for new and existing systems; • Review and propose Active Directory Schema changes, Group Policy changes, forest and domain trust relationships, DNS, DHCP, etc; • Review and propose Active Directory Federated Services changes, implementation and third party relying trusts, etc; • Develop, analyze and correct technical aspects of Requests for Proposals, Feasibility Study Reports, other written reports and determine their impact to the Department; • Review regularly existing IT infrastructure to ensure the environment offers adequate security, capacity and is efficiently meeting the changing needs of the Department; • Reviews and assess new and emerging technologies, cloud provider services, new methodologies to determine if they will meet CDCR's business needs and align with the Department's vision and strategic goals; • Develop current state models, future state models, migration strategies, portfolios and standards; • Meet with customers, vendors, contractors, CDCR and/or CCHCS application developers to gather and evaluate requirements and provide recommendations for solutions to the most complex business problems; • Assists in the development and maintenance of the Department's EIS strategic plan; • Conduct, review, analyze and make recommendations on IT infrastructure pilot projects, proof of concept initiatives, and product comparison evaluations; • Provide subject matter level expertise for enterprise and/or agency projects, changes and impact to existing infrastructure designs, systems or configurations, proposals to existing business processes and/or any other proposed changes; • Regularly meet and review with other Infrastructure teams to evaluate current compute resources, capacity, ensure scalability and projected growth; • Create and maintain infrastructure architecture models to communicate multiple views and idea effectively to departmental staff, vendor's contractors, etc.;
20%	<p>Infrastructure Architect Operations</p> <ul style="list-style-type: none"> • Monitor version control of operating system platforms, applications and tools; • Coordinate and ensure effective operations of complex multiple hardware/software configurations; • Request and review hardware/software migration/conversion procedures; • Request and review system capacity and performance reports; • Request and review system performance reports and recommend compute/storage resources; • Request and review systems performance, storage capacity, etc., reports; • Review and approve system proposals and system design packages; • Evaluate, approve/reject new systems and third party software applications; • Set configuration standards and conventions; • Build and review logical and physical configuration models; • Participate in post deployment/implementation of new and/or modified systems to evaluate the success of the project, identify best practices and any lessons learned; • Participate and contribute to EIS IT Governance principals to guide decisions on standards for IT architecture; • Identify enterprise requirements and staffing changes needed to support and maintain a changing IT infrastructure environment and make recommendations to management; • Serve as a contact to other departmental architects to ensure consistent communication and partnership; • Assist with defining EA processes, procedures and IT infrastructure governance; • Review IT procurements for EA conformance; • Responsible for the design, development, maintenance and continual improvement of IT polices standards and methodologies; • Review, analyze and respond to proposed legislative bills/statutes of potential system changes/additions and its impact (fiscal, support, etc.) to the department; • Participate and/or coordinate in IT Infrastructure review and/or audits.

20%	<p>Routine Tasks</p> <ul style="list-style-type: none"> • Perform advanced topic research into new and emerging technologies for solutions to integrate with existing infrastructure; • Attend and participate in departmental meetings; • Maintain relationships with vendors; • Participate in guided training and/or self-guided training; • Prepare and respond to emails, texts (written communication) and telephone calls; • Create, update and resolve Remedy Tickets; • Provide third level support and troubleshooting assistance; • Act as a coordinator and/or as an expert technical advisor in resolving implementation problems, production outages/incidents; • Prepare and provide training to other staff; • Mediate meetings and discussions with development and infrastructure groups; • Prepare and deliver presentations to various audiences, including other architects, departmental staff, contractors, vendors and to IT and executive management; • Attend seminars and conferences.
15%	<p>Project Management/Written Documents</p> <ul style="list-style-type: none"> • Develop, prepare and maintain technical system/application diagrams, current state architecture documents, Visio drawings for new and existing application systems; • Develop, prepare and review Requests for Proposals, Feasibility Study Reports, Post Implementation Evaluation & Review, Issue Papers, Service Outage Incident Reports, correction action plans, project status and implementation plans, etc.; • Assist in budgetary, contractual, and administrative requirements; • Identify and apply requirements of oversight and regulatory agencies; • Create and implement policies, standards and procedures; • Create and/or modify existing operating procedures; • Create/implement and/or modify service level agreements; • Develop contingency plans; • Prepare complex project coordination, reporting tasks and implementation plans.
10%	<p>Enterprise Technical Architecture Participation - Infrastructure</p> <ul style="list-style-type: none"> • Support the maturity and adoption of EA across the organization; • Ensure that the quality, security, stability and agility of the EA meet evolving business needs by coordinating with other architects and analysts; • Develop, lead, facilitate, and oversee the creation and maintenance of enterprise architecture artifacts and program; • Serve as contact for the formulation of reference architectures; • Serve as contact for CDCR architects to ensure consistent communication and partnership; • Develop conceptual and logical subject area models and implementation-level details that affect the continuum of disciplines involved in the architecture, design, implementation and management of enterprise application and technology; • Assist with defining EA processes and procedures; • Review project design artifacts, including but not limited to requirements and architecture models for EA conformance; • Coordinate and review the enterprise architecture artifacts into cohesive architecture; • Provide direction to other CDCR EA architects and analysts; • Assist and participate in EA discussions; • Promote EA benefits, process, outcomes, results, and compliance with policies, practices and processes; • Represent the EA program on committees and organizations; • Provide expertise in the areas of EA; • Train and mentor staff on best practices in the EA areas; • Keep abreast of changes in architecture policies and strategies at the federal and state levels.

VARIETY AND SCOPE OF RESPONSIBILITY		
IT Domains Used:		
<input type="checkbox"/> Business Technology Management	<input checked="" type="checkbox"/> Information Technology Project Manager	
<input type="checkbox"/> Client Services	<input checked="" type="checkbox"/> Software Engineering	
<input checked="" type="checkbox"/> Information Security Engineering	<input checked="" type="checkbox"/> System Engineering	
COMPLEXITY OF WORK		
<p>The incumbent is responsible for designing, developing and ensuring reliability, availability and serviceability of infrastructure services for an enterprise environment to support departmental business applications and systems. The incumbent is responsible for the development of new and emerging technologies and implementing information systems to support the enterprise. The incumbent is responsible for ensuring planned business applications effectively function within existing and future infrastructure designs and in defining architecture requirements and configuration management. The incumbent, when considering service enhancements or integrating new or modifications to existing applications/systems, is responsible in identifying any potential business impacts, determine appropriate methodologies and procedures, and recommends alternatives for the CDCR enterprise. The incumbent assists CDCR's CIO, the Enterprise Architecture team and other Department executive level management to formulate strategic Information Technology direction and specific IT Goals to meet CDCR's strategic business objectives.</p>		
RESPONSIBILITY FOR DECISIONS AND ACTIONS		
<p>At the Specialist II level, incumbents are responsible for independent work within business constraints. This level is responsible for the recommendations to executives, decisions for projects, and outputs. As a subject matter expert, this level is responsible for actions that could have a serious detrimental effect on the operating efficiency of the undertaking or function.</p>		
PERSONAL CONTACTS/RELATIONSHIPS		
<p>Contact with senior-level and high-level entities in unique situations where it can be difficult to establish the contact and identify goals. Consults with or advises management, administrative or executive staff on the planning, development, implementation, and coordination of IT issues. Frequent contact with vendors to assess new technologies and contractors to provide oversight, negotiate contract modifications, and analyze compliance with contract specifications. Contacts occur in conferences, meetings, hearing, or presentations involving problems or issues of considerable consequence or importance. Contacts typically have diverse goals, or objectives requiring common understanding of the problem and a satisfactory solution by convincing individuals, arriving at a compromise, or developing suitable alternatives. Contacts are to justify, defend, negotiate, or settle matters involving significant or controversial issues.</p>		
CONSEQUENCE OF ERROR		
<p>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.</p>		
SPECIAL REQUIREMENTS		
<p>Pursuant to California Code of Regulations, Title 2 Section 172, all employees shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgement, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and state of health, consistent with the ability to perform the assigned duties of the class, Where the position required the driving of an automobile, the employee must have a valid State driver's license, a good driving record, and is expected to drive the car safely. Lifting of equipment up to 50 pounds, using the approved lifting procedures; standing, walking, sitting, kneeling, reaching and squatting are required for this position.</p>		
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT		
<p>The statements contained in this duty statement 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. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.</p>		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE