

DUTY STATEMENT

DGS OHR 907 (Rev. 09/2018)

☐ Current☒ Proposed

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|---|---|-------------|
| RPA NUMBER 19271 | DGS OFFICE or CLIENT AGENCY Enterprise Technology Solutions | |
| UNIT NAME Solutions Center and Cloud Services (SCCS) | REPORTING LOCATION 707 3rd Street, West Sacramento, CA 95605 | |
| SCHEDULE (DAYS / HOURS) Mon-Fri 8:00am-5:00pm | POSITION NUMBER 306-072-1402-xxx | CBID R01 |
| CLASS TITLE Information Technology Specialist I | WORKING TITLE Virtualization Administrator | |
| PROPOSED INCUMBENT (IF KNOWN) | EFFECTIVE DATE | |

CORE VALUES / MISSION ☒ Rank and File ☐ Supervisor ☐ Specialist ☐ Office of Administrative Hearings ☐ Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under the direction of the Information Technology (IT) Manager I, within Solutions Center and Cloud Services (SCCS), in the System Engineering Domain, the Information Technology Specialist I functions as a team member and performs a variety of IT services, including the design, implementation, maintenance, monitoring, and administration of the cloud and virtual environments for the Department of General Services (DGS).

SPECIAL REQUIREMENTS ☒ Conflict of Interest ☐ Medical Evaluation ☒ Background Evaluation ☐ Background Evaluation FTB ☐ Office Technician (Typing)

Conflict of Interest

This position is designated under the Conflict of Interest Code. The position 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 Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

Background Evaluation

This position requires Background Investigation clearance.

ESSENTIAL FUNCTIONS

| PERCENTAGE | DESCRIPTION |
|------------|---|
| 35% | Provides technical expertise in the multiple and complex enterprise virtual environments utilizing Software Defined Data Center, Hyper Converged Infrastructures and VMware (vCenter, ESX, vSAN, NSX, vRealize Operations) technologies in order to plan, build, troubleshoot, and monitor virtual technologies by collaborating with other system administrators, software developers, architects, testers, analyst, and Enterprise Technology Solution executive management to ensure the stability and data integrity of the systems meet DGS and its stakeholders' business operational requirements. |
| 30% | Provides technical expertise in multiple complex enterprise storage and backup environments utilizing DellEMC and VMware best-practice standards for security, scalability and functionality in order to design, implement, troubleshoot, and maintain storage and backup enterprise solutions by collaborating with the Enterprise Server and Network teams product development teams to ensure all enterprise data and systems are protected and meet DGS data retention policies. |
| 10% | Evaluates vendor software and technology and recommends software that would best fit business and operational needs by developing and presenting analyses, and issuing papers and memorandums to support the decision-making of managers and policy makers, updating documentation for all applications and processes, and actively participates in conferences, |

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| PERCENTAGE | DESCRIPTION |
|------------|---|
| | meetings, and presentations involving associated systems in order to consult with business and IT personnel and update management regarding ongoing projects and tasks to ensure DGS' business objectives are met while in compliance with DGS' IT policies and standards. |
| 10% | Leads and coordinates IT projects that impact enterprise cloud and virtual environments in order to inform management of all issues related to specified technical areas by coordinating and presenting enterprise level changes to DGS Change Advisory Board for implementation, and ensure successful completion of IT projects while in compliance with DGS' enterprise standards. |
| 10% | Monitors, updates, and resolves Help Desk tickets using ServiceNow to respond to customer requests for technical assistance, in order to initiate and recommend changes that promote innovative solutions, and ensure continued and uninterrupted operations of enterprise servers and storage environments to meet customer satisfaction and deliver quality service. |

MARGINAL FUNCTIONS

| PERCENTAGE | DESCRIPTION |
|------------|--|
| 5% | Maintains professional and technical knowledge by attending educational workshops, viewing professional publications, establishing personal networks, and participating in professional societies in order to house and practice the latest expertise in the IT field. |

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Busy professional office environment with multiple deadlines and sensitive issues; occasional overtime or travel to local or out of town meetings for off-site support or equipment deployment; frequent bending, stooping, and kneeling, with occasional lifting and/or moving of IT equipment up to 30 pounds.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.

| | | |
|---------------|--------------------|-------------|
| EMPLOYEE NAME | EMPLOYEE SIGNATURE | DATE SIGNED |
|---------------|--------------------|-------------|

I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.

| | | |
|-----------------|----------------------|-------------|
| SUPERVISOR NAME | SUPERVISOR SIGNATURE | DATE SIGNED |
|-----------------|----------------------|-------------|