DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT	POSITION NUMBER (Agency – Unit – Class – Serial)			
California Correctional Health Care Services	042-036-1414-XXX			

UNIT NAME AND CITY LOCATED	CLASSIFICATION TITLE			
Information Technology Services Division, Network and Server Operations – Elk Grove, CA	Information Technology Specialist II			

	WORKING TITLE			
	O365 Systems Engineer (Security)			

COI Yes ☐ No ☒	WORK WEEK GROUP E	CBID R01	TENURE P	TIME BASE FT

SCHEDULE (WORKING DAYS AND WORKING HOURS)	SPECIFIC LOCATION ASSIGNED TO
7:30 a.m. to 4:00 p.m.	8260 Longleaf Drive, Elk Grove, CA 95758

INCUMBENT (If known)	EFFECTIVE DATE

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 INGENUITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY, AND WITH RESPECT ARE CRITICAL TO THE SUCCESS OF THE DEPARTMENT'S MISSION.

PRIMARY DOMAIN:	System Engineering

Under the general direction of the Information Technology (IT) Manager I, the IT Specialist II serves as the O365 Systems Engineer (Security), demonstrating in depth knowledge of leadership and expertise while performing a wide variety of complex tasks in support of the O365 Security Operations/System Engineering domain. Incumbents optimizes and applies architecture solutions for the benefit of the overall organization and plays a major role in advising management or formulating information technology strategy and policy within the organization. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior and work cooperatively with others. Travel to institutions and after hours support of California Correctional Health Care Services (CCHCS) software applications and systems may be required due to operational need.

% 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. *(Use addition sheet if necessary)*
	ESSENTIAL FUNCTIONS
40%	Develops and ensures security solutions and technical artifacts are in place throughout all IT systems and platforms. Monitors and assesses security controls, conducts security impact analyses, and reports system security statuses. Performs risk assessments and recommends IT solutions. Analyzes incident-related data and determines the appropriate response. Designs new technologies, architectures, and solutions to support security requirements. Develops implementation plans including cost-benefit or return on investment analyses. Designs infrastructure configuration and change management standards or requirements. Develops or updates project plans for IT projects. Leads and mentors project teams. Manages integration of information systems and/or subsystems. Manages project(s) to ensure adherence to budget, schedule, and scope. Reviews software design and implements the enterprise data models using standardized modeling tools to align technology solutions with business strategies. Creates backup and recovery strategies. Directs manufacturer-support resolution at Data Centers such as California Department of Technology (CDT) and tertiary sites to address hardware and/or software configuration, updates, enhancements and/or failures. Works with Microsoft Engineers to address any O365 or directory service issues affecting the CDCR or CCHCS domains or forests. Creates and maintains existing hardware device and software installation and configuration detailed design documentation and deliverables. Works with state and vendor resources to define and implement new or update existing O365 or directory service on-premises or cloud requirements.

35%	Manages the most complex software infrastructure projects and ensures critical functions are addressed and completed. Coordinates with technical and user project managers to review development and maintenance components of software systems for project plans. Independently or in a lead capacity, manages the Implementation of the O365 or directory services infrastructure, which encompasses domain controllers, Azure Active Directory (AAD), or other directory services systems or utilities. Manages, configures, and maintains the Exchange and O365 environment, following all security standards and guidelines, and in conjunction with the CCHCS O365 and domain administrators. Ensures all procedures comply with the State Administrative Manual and the Department Operations Manual. Serves as lead over the Microsoft Exchange infrastructure and serves as Administrator for O365 infrastructure. Coordinates and schedules work projects within the CCHCS O365 environment. Independently develops, reviews, recommends approval, and implements IT policies, standards, and procedures. Documents data communication configuration procedures. Collects, monitors, and reports costs, schedules, and· benefits for department data services projects. Develops and delivers presentations to IT staff and management. Reviews and recommends approval of hardware and/or software installation procedures, migration and conversion procedures, backup and recovery plans and procedures, and disaster recovery plans and procedures. Maintains version control of operating systems and special purpose vendor supplied application software and licenses. Provides third level support to IT field staff on the most complex issues. Develops and maintains technical documentation on systems software used in the Directory Services and O365 environments. Acts as a coordinator during troubleshooting incidents. Assists other administrators with troubleshooting and resolution of infrastructure services. Provides expertise and assistance for production incidents on a 24-hour availability basis. Identifies and resolves network, directory services, Exchange, or O365 system and/or configuration issues. Develops, writes, and reviews disruption reports and correction plans.
20%	Audits systems performance and serves as the escalation point for troubleshooting system components. Contributes to the planning of the overall organizational IT strategy. Communicates with stakeholders to determine organizational needs. Creates and implements backup and recovery strategies for Directory Services and Exchange systems. Conducts disaster and recovery analysis, planning, implementation, and administration for O365 systems. Provides system components capacity planning to ensure system sustainability. Coordinates with internal and external stakeholders on infrastructure system design, modification, upgrade, and implementation projects. Develops and implements standards and controls that ensure the security, reliability, and availability of system components. Performs configuration management and release management for system components. Verifies stability, interoperability, portability, security, or scalability of system architecture. Designs, implements, and maintains system architecture across multiple platforms to best align technology solutions with business strategies. Maintains business requirements deliverables. Provides management with systems resources (i.e., space, capacity, availability, and forecasting) for procurement planning. Develops and delivers systems resource reports to application owners for performance metrics.
5%	Performs other related duties as required.
	KNOWLEDGE AND ABILITIES *Knowledge of:* Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques. Emerging technologies and their applications to business processes; business or systems process analysis, design, testing, and implementation techniques; techniques for assessing skills and education needs to support training, planning and development; business continuity and technology

recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the Department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the state of California project management standards, methodologies, tools, and processes; software quality assurance and quality control principles, methods, tools, and techniques; research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and State and federal privacy laws, policies, and standards.

Ability to: Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, State, Department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services

DESIRABLE QUALIFICATIONS
Knowledge of: Advanced Group Policy Administration, Domain Name Server, Dynamic Host Configuration Protocol (DHCP), Certificate Authority, PowerShell Scripts; Directory Services Administration, including Active Directory (AD), AD Federated Services (ADFS), & Sites and Services; O365 interworkings, Microsoft Exchange policies and concepts, eMail protocols; General administration and monitoring for Directory Services, Identity Management (IDM), Office 365 & Azure Cloud; AD IDM configuration, implementation, and administration; server software components and applications; and Cloud compute, server, storage and software components and applications.

Ability to: Develop detailed program specifications; analyze data and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions; apply creative thinking in the design and development of methods of processing information with

information technology systems; establish and maintain cooperative relationships with those contacted in the course of the work; work under pressure; communicate effectively; prepare effective reports; coordinate the activities of technical personnel.

OTHER DOMAINS
Business Technology Management
Knowledge of: Business continuity and technology recovery principles and processes; business or systems process analysis, design, testing, and implementation techniques; IT systems and data auditing; principles and practices related to the design and implementation of IT systems; research and IT best practice methods and processes to identify current and emerging trends in technology; statistical analysis and reporting techniques; techniques for assessing skills and education needs to support training, planning and development.

Ability to: Assess and monitor compliance with contract terms; assess current IT assets to forecast future technology acquisitions; assess training needs related to the application of technology; develop an organization change management plan; develop vendor performance measurements and monitor performance outcomes; evaluate vendor responses for compliance with requirements and determine best value; identify procurement requirements and execute appropriate procurement method; monitor and evaluate the effectiveness of the applied change management activities; perform organizational readiness assessments and identify and recommend appropriate actions.

SPECIAL PHYSICAL CHARACTERISTICS
Persons appointed to this position may be reasonably expected to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time.

Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, inmates, or the public.

SPECIAL PERSONAL CHARACTERISTICS
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 judgment, 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 a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires 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.

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*

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.

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