



Duty Statement

Information Technology Services Division Technology Operations Branch Server & Systems Administration

**Information Technology Specialist I
358-533-1402-002**

Systems Administrator

Under direction of the Infrastructure Administration & Support Manager (Information Technology Manager I), the Systems Administrator provides technical support and expertise in the areas of servers, storage, backup/data protection, cloud, and virtualization within the California State Lottery's (Lottery) infrastructure. The duties for this position are focused in the System Engineering domain; however, work may be assigned in other domains as needed. Duties include, but are not limited to, the following:

A. Essential Functions

- 40% Installs, configures, and maintains servers and services. Diagnoses and develops solutions to the most complex problems. Provides support for Active Directory, LDAP, DNS, DHCP, Group Policy, NTFS permissions, IIS Webservers, File\Print Servers, infrastructure services, virtualization systems, cloud services (Azure, Office 365, etc.) and Email system (Exchange Online). Exercises "Best Practice" in all deployments and assesses the use of "Best Practice" in the entire environment. Under the guidance and/or direction of the Lottery's Information Security Officer (ISO) and IT Security unit, patches and upgrade systems to address security vulnerabilities. Works with other units to provide support and future needs.

- 30% Completes service requests/tickets and projects related to all services supported by the unit. Provides subject matter expertise on the configuration and management of servers, data storage, backup systems and data protection, including management of new VMWare instances, and/or data center hardware upgrades. Oversees/performs complex installations. Develops and implements tasks to test and activate storage and backup/data protection hardware and software components. Develops technical solutions to meet complex business requirements including designing and creating scripts (PowerShell, etc.) to automate tasks.

20% Performs complex problem resolution and root cause analysis until resolved or escalated. Works closely with appropriate Information Technology Services Division (ITSD) staff and Business Analysts to ensure that system services meet business requirements for performance. Participates in capacity planning and disaster recovery. Provides deployment support, system troubleshooting, performance engineering, optimization, and maintenance strategies. Makes recommendations for future upgrades. Provides documentation of processes and procedures and creates appropriate checklist for deployment builds and decommissioning of equipment and resources.

B. Marginal Functions

10% Prepares technical documentation, status reports, and briefing documents for Lottery management and staff. Reads technical bulletins, white papers, and attends seminars to improve technical skills to support innovation. Attends training related to supporting the environment.

C. Supervision Received

The Systems Administrator is under direction of and receives most assignments from the Infrastructure Administration & Support Manager and daily direction from the Lead Senior Systems Engineer. Direction and assignments may also come from the extended ITSD management team.

D. Supervision Exercised

None, but may act in a lead role over lower-level staff.

E. Administrative Responsibility

None.

F. Personal Contacts

The Systems Administrator has daily contact with departmental management and staff as well as other state agencies, vendors consultants and visitors.

G. Actions and Consequences

The Systems Administrator may be exposed to sensitive and confidential information. Failure to use good judgment in performing the duties of this position could result in non-compliance of security process, rules, and regulations which in turn could negatively impact Lottery operations. Failure to identify and mitigate vulnerabilities could allow incidents to occur that result in litigation and public relations problems.

H. Other Information

This position may require the use of a Lottery mobile telephone in addition to being available remotely after hours and weekends.

Supervisor's Signature

Date

I have read and understand the duties assigned as described above.

Signature of Incumbent

Date