



DUTY STATEMENT

X	Current Duty Statement
	Proposed Duty Statement

Position Classification	Information Technology Specialist I (System Engineer)
Current Position Number	006-177-1402-104
Proposed Position Number	
Supervisor's Name	Mr. Jared Snow, Chief Information Officer
Unit/Section/Division:	J6, Information Management / State Network Team
Location (complete address)	California Military Department Joint Forces Headquarters 9800 Goethe Road Sacramento, CA 95826
Work Hours	7:00 am – 3:30 pm
Date Prepared	June 8, 2021
Current Incumbent	N/A
Date Employee Vacated	December 2020
Effective Date (Start date)	July 1, 2021
Proposed Incumbent (If known)	N/A

As a member of the Military Department, you are required to perform your duties, the “essential functions” of the job, with or without reasonable accommodation. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

Position Identification: Briefly (1 or 2 sentences) describe the position’s organizational setting and major functions. Provide a brief one or two sentence paragraph that provides the reporting level of supervision, supervisor classification, and an overview of the duties.

Under the general direction of the Information Technology Manager II, the Information Technology Specialist I, as the Systems Administrator will perform duties related to System Engineering, IT Project Management, including but not limited to System Administration, System Architecture, System Integration, Storage and Virtualization. The Information Technology Specialist I serves as a technical architect and server engineer for the Department’s server computing infrastructure, evaluating business needs, security impacts, and overall effect of change to the physical, virtual, and cloud server environments.



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% 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 same percentage with the highest percentage first. Use additional sheet if necessary.
Essential Functions: Essential and Marginal functions “should” be no more than 40% and no less than 5%. The total percentage of all functions must equal 100%. Task statements listed from highest to lowest.	
Essential Functions:	
35%	<p><u>Server Environment Engineering</u></p> <ul style="list-style-type: none"> • Serves as a technical architect and server engineer for the Department’s server computing infrastructure, evaluating business needs, security impacts, and overall effect of change to the physical, virtual, and cloud server environments. • Maintains applications services: Active Directory, Active Directory Federations Services, Group Policy Management, File Services, Office 365, Azure, and printer and print server management. Consults with business units, service areas, vendors and infrastructure services groups to define strategies for technical solution, determine requirements, develop cross-functional for server physical, virtual, cloud environments, Active Directory, and Office 365 based on the analysis, business needs, objectives, and existing systems infrastructure. • Architects and implements standards and controls that ensure the system availability, reliability, security of systems components. • Assists with activities related to the design, development, and maintenance of CMD computing infrastructure. • Designs, implements, and maintains system architecture across multiple platforms to best align technology solutions with business strategies. • Performs configuration management and release management for system components. • Coordinates computing infrastructure system design, modification, upgrade, and implementation projects.
30%	<p><u>Server System Support</u></p> <ul style="list-style-type: none"> • Audits system performance and serves as the escalation point for troubleshooting system components. • Provides tier 3 level support regarding server issues utilizing standard procedures until resolved. • Serves as technical lead for architecting, installing, configuring, maintaining, and ongoing administration of enterprise server solutions including, but not limited to, internal and external backup, system administration, management of security systems, vulnerability remediation, production release, patch management, documentation.



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	<ul style="list-style-type: none"> Leads in conducting disaster recovery analysis, planning, implementation, and administration of systems. Creates and implements backup and recovery strategies. Develops and implements server security and system guidelines. Documents processes for servers, applications, and monitoring tools. Develops and implements client and server patches for implementation across the network.
30%	<p><u>Project Management</u></p> <ul style="list-style-type: none"> Works with cross-functional teams to architect, design and deploy physical, virtual, infrastructure as a service, Software as a service, Platform as a service and cloud environments to support CMD operations. Performs risk assessments to identify, manage, and mitigate infrastructure architecture risk with potential to impact business objectives. Oversees vendors and partners to ensure that delivery of products and services are provided in accordance with the CMD project management office's process and procedures. Manages identification of infrastructure configuration and change management standards or requirements. Develops and maintains IT Contingency Planning program including preliminary planning, business impact analysis, recovery strategies, training and exercising to work within the overall business continuity plan. Develop fully documented processes and procedures in accordance with leadership guidance with various audiences in mind (i.e. users or administrators).
Non-essential / Marginal Functions:	
5%	<ul style="list-style-type: none"> Other duties as assigned.
<p>Knowledge and Abilities (Please copy and paste directly from the Job Specification) Note: You cannot add to the Knowledge and Abilities (KSAs); however, you may delete KSAs that do not apply to the position.</p>	
<p>Knowledge and Abilities:</p> <p>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.</p>	



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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.

Special Personal Characteristics:

The incumbent must be willing to work within a “team oriented” environment. Must have the ability to make decisions and have good judgment. Must be capable of taking direction and be able to give good constructive feedback. Must have exceptional interpersonal skills, be well organized and able to pay close attention to detail. Must have good attendance, punctuality, dependability, be presentable at all times, and have proficient computer skills.

Creativity and Innovation – Apply new ways of thinking, ability to solve problems, create new ideas, and develop new approaches to optimize the organization and management of IT programs. Survey the landscape and recommend/develop new services that help customers meet their business needs.

Teamwork – Cooperate to achieve the California Military Department’s mission, goals and values, and encourage a diversity of opinions. Ability to facilitate cross-agency collaboration activities. Ability to build and manage high-level teams.

Continuous Improvement – Focuses on continuous improvement and high personal accountability. Provides leadership that assures his/her management team and staff maintains this focus as well.

Communication – Ability to interact and communicate effectively with executive management at the State level, as well as various private and public organizations. Ability to interact in a diplomatic, tactful and effective manner with all levels of staff. Ability to negotiate win-win solutions in difficult and challenging situations. Ability to speak and write clearly, and effectively.



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Desirable Qualifications:

In addition to the minimum education and experience requirements for the Information Technology Specialist I, incumbent should possess the following desirable qualifications:

- CompTIA Security+, or equivalent, certification.
- Possess excellent customer services skills, positive attitude, ability to write and communicate in English, and willingness to learn and open to constructive criticism. Demonstrate a service oriented, customer relations-sensitive attitude.
- Experience with PowerShell scripting to increase efficiency and improve productivity.
- Maintain confidentiality as they are working with Personally Identifiable Information.
- Comply with security policies and procedures established by the data owners and the Information Security Officer. Implement the technical means to preserve the integrity and security of the department's information assets and manage the risks associated with those assets.
- Advise the data owners and the Information Security Officer of control vulnerabilities and recommendations for alternatives that enhance data security and integrity for existing and developing systems.
- Ability to prepare and produce clear and concise documentation (e.g., concept papers, statements of work, operations manuals, disaster recovery procedures, operational recovery plans, policies, etc.).
- Knowledge and experience with the IT procurement process to justify and secure goods and services.
- Ability to meet business needs through innovative solutions.
- Ability to establish and maintain cooperative working relationships with all levels of staff and management, communicate effectively with peers, users, developers, management and others.
- Ability to manage multiple high priority initiatives in a fast-paced achievement-oriented environment.
- Knowledge of networking within cloud computing platforms such as Amazon Web Services or Microsoft Azure.
- Possess a working knowledge of Microsoft Active Directory system, platforms, and structure.
- Experience with Office 365 system administration.
- Project management and project lead experience.
- Experience providing exceptional customer service.
- Excellent organizational skills.
- Ability to work under pressure to meet deadlines.
- Willingness to work excess hours to achieve business results.

Special Requirements:



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Work Environment, Physical or Mental Abilities Required to Perform the Duties:

(Completion required) *The following are samples of work environment, physical or mental abilities verbiage. Similar tasks should be grouped together.*

Work Environment/Conditions:

Works in an office setting. May be subjected to working in a temperature controlled computer room where it will be generally cool. Employee is expected to work weekends and after-hours when required by management. Must be able to lift computer and related equipment. The work environment involves normal safety precautions typical of working with in service, low voltage electrical wiring and working in places such as office buildings, meeting and training rooms, libraries, and residences (i.e. use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations, etc.) The work area is usually adequately lighted, heated, and ventilated.

The effect of the work is primarily local in nature, although systems may be part of multi-facility or nationwide/international networks with interlocking telecommunications requirements; in cases such as this, travel may be required. Some driving of personal and commercial vehicles is required; observance of applicable traffic laws and defensive driving practices is required.

Mental Abilities:

- Use tact and diplomacy.
- Negotiate and compromise.
- Provide verbal and written direction
- Ability to multi-task
- Utilize time management techniques without compromise to quality or productivity.

Equipment Used:



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Telephone, computers with office automation, printer, facsimile, keyboard, mobile devices (Ipad, Iphone, Blackberry, etc.) Telecommunications and electronics equipment; personal and commercial vehicles.

Supervisor's Statement: ***I have discussed the duties of the position with my supervisor and have received a copy of the duty statement***

SUPERVISOR'S NAME (PRINT)

SUPERVISOR'S SIGNATURE

DATE

The statements contained in this duty statement reflect general duties 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.

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

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 (check one)
☐ **with or** ☐ **without** reasonable accommodation.

I have read and discussed these duties with my supervisor:

EMPLOYEE'S NAME (PRINT)

EMPLOYEE'S SIGNATURE

DATE