

DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES
TECHNOLOGY SUPPORT BUREAU
STRATEGIC TRANSPORT & TECHNOLOGY SERVICES BRANCH

JOB TITLE: Information Technology Specialist III (ITS III)

POSITION NUMBER: 420-861-1415-xxx

INCUMBENT: Vacant

PRIMARY DOMAIN(S): Software Engineering: The architecture, development, operation, implementation, and maintenance of software systems.

SECONDARY DOMAIN(S): Client Services: The full lifecycle of end-user device solutions, including evaluation, configuration, provisioning, training, security, tracking, and support for an end-user computing environment.

STATEMENT OF DUTIES: Under the direction of the Information Technology Manager II (ITM II) in the Strategic Transport & Technology Services Branch (ST&TSB), the ITS III will provide strategic technical engineering leadership at the Expert Advisor level for the most complex cloud (VMware On-Premise, Amazon Web Services, Azure, etc.) and virtualization (VMware, Virtual desktop infrastructure (VDI), etc.) systems implementations. The incumbent demonstrates technical leadership, influence, and expertise that drive the Department of Justice's (DOJ) use of technology towards constant improvement. The incumbent represents the highest level of cloud and virtualization system engineering expertise available in state service and develop the enterprise information technology architecture direction for the DOJ and advise management and executive level staff on governance and policy that support forward movement.

The incumbent must have extensive decision-making authority and will direct the most critical/complex cloud and virtualization projects where the consequence of error may have a serious detrimental effect on the operating efficiency of the organization.

The incumbent contributes toward the growth of the Technology Support Bureau into a customer-focused service organization by following the Branch's established cultural principles. Additionally, they will continuously improve communications and relationships with subordinates, peers, management, customers, and vendors.

SUPERVISION RECEIVED: Under the administrative direction of the ITM II.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to sit at a computer terminal for extended periods of time and to lift, carry, and move items up to 20 pounds.

TYPICAL WORKING CONDITIONS: Work various shifts, weekends, holidays, odd days off, work overtime and travel as needed. Provide after-hours on-call assistance. Temporary assignment(s) to other shifts may be required. DOJ is a smoke-free environment.

ESSENTIAL FUNCTIONS:

50% Analytical/Technical

The incumbent will serve at the expert advisor level performing technical tasks in the architecting, engineering, and support of the following disciplines within the ST&TSB's lines of business and serve as the cloud and virtualization architect, including:

- Serves as the technical expert over the core virtualization and VDI infrastructure of the DOJ statewide network.
- Identifies, develops and creates the top private and public cloud architecture solutions to successfully meet the strategic needs of the department to bridge strategic intent and practical application across multiple domains.
- Serves as the technical expert for the design, development, implementation and management of virtualization functions, including definition and development of virtualization reference architecture and management systems.
- Performs risk assessment by evaluating and determining the risk associated with third-party platforms or frameworks.
- Creates and implements a sustainable and well-informed cloud and virtualization strategy and manages the adaptation process.
- Oversees and reviews all aspects in the development, operability and organization of virtualization and cloud systems.
- Recommends, establishes, and maintains governing methods in which infrastructure technology, environments, and tools will provide the highest value to the enterprise.
- Defines enterprise private and public cloud strategy, structure, monitoring, performance, capacity, and planning for modernization requirements to develop and implement strategic goals.
- Consults with and assists the virtualization and cloud administrators and virtualization and cloud third-party providers in the planning and implementation of the retirement and decommissioning of obsolete technology infrastructure.
- Leads, coordinates, and participates in technology planning, management, development and implementation activities across all technology domains to support the successful operation of technology solutions.
- Plans and designs infrastructure solutions, communicates management requirements to support and development teams, evaluates and selects appropriate technology, tools and metrics; oversee enterprise management and provides guidance to team members.
- Serves as expert architect over our DOJ Hawkins Data Center, Disaster Recovery Data Center, and field office infrastructure.
- Serves as expert and mentor to subordinate staff with the analysis and resolution of the most complex cloud and virtualization hardware and software related problems, documents resolutions and updates necessary policies and procedures.

- Identifies, analyzes, and prioritizes design, development and, implementation tasks and maintenance activities.
- Designs and implements system architecture across multiple platforms to best align technology solutions with business strategies.
- Performs software architecture oversight to ensure technical and strategic alignment is met.
- Develops and implements standards and controls that ensure the security, reliability, and availability of technology systems.
- Performs information security engineering activities (e.g., security control design, security oversight, security operations, and risk assessments).
- Manages IT projects by applying industry project management principles including State of California project management standards, methodologies, tools, and processes.
- Proactively monitors and analyzes problem trends utilizing management tools. Provides capacity and trend analysis reports.
- Provides statewide expert level support on all installs and upgrades to cloud and virtualization hardware and software in the DOJ's infrastructure.
- Updates and refines cloud and virtualization documentation such as Visio diagrams, connectivity maps, data closet, and equipment rack layouts.
- Architects and supports agency cloud and virtualization infrastructure refresh and technology enhancements throughout the state.

30% Consultation Services

The incumbent will provide consultation and expertise in multiple information technology domains to ensure compliance with enterprise architecture and security policies, standards, regulations, and best practices, including:

- Serves on the Technology Support Bureau's (TSB) Governance Board and Cyber Security Task Force providing best practice methods and processes to identify current and emerging trends in technology and recommend appropriate courses of action.
- Acts as a technical advisor on larger and more complex system problems and project implementations.
- Effectively resolves the most complex technical problems and influence key technical decisions and make recommendations for management consideration.
- Provides consultation and expertise in multiple information technology domains to ensure compliance with enterprise architecture and security policies, standards, regulations, and best practices.
- Formulates and recommends policies, procedures, guidelines and standards to provide a common framework for technology governance.
- Evaluates the needs of cloud and virtualization infrastructure and anticipate future growth demands.
- Attends and plays a key role in various workgroups or meetings with management and technical experts. Makes effective technical recommendations and provide suitable alternatives for the use of software.
- Provides analytical and technical review and analysis to ensure all applicable enterprise

infrastructure policies and standards are in compliance. Ensures information systems are compliant with all department, state, and federal information technology and security requirements.

- Keeps abreast of changes and trends in the information technology industry, and effectively apply knowledge of current industry trends to evaluate alternative proposals and recommend optimal solutions.

15% Communication and Leadership

The incumbent leads multi-discipline professional groups providing technical leadership, mentorship, guidance, and training, including:

- Effectively communicates with various levels in the course of their duties, including the Attorney General, all levels of Division of Law Enforcement and California Justice Information Services Division management, IT project managers, as well as statewide criminal justice agencies and the statewide law enforcement community.
- Communicates detailed, technical information through formal documentation in an understandable way to non-technical people.
- Prepares and gives presentations regarding projects as required.
- Utilizes formal written and presentation skills to effectively report/present findings and deliverables as required.
- Trains and mentors staff to meet TSB standards to ensure that cloud and virtualization related problems are accurately diagnosed and effectively resolved in a timely manner.
- Acts as an Expert technician and mentor subordinate staff with the analysis and resolution of the most complex cloud and virtualization hardware and software related problems.
- Continuously improves communications and relationships with subordinates, peers, management, customers, and vendors.
- Possess the ability to work well under pressure and coordinate the activities of technical personnel.

5% Marginal Functions

Other duties as required.

I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Signature

Date

Supervisor Signature

Date