

DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED

RPA NUMBER (HR USE ONLY)

21-317

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).**INSTRUCTIONS:** Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 4/14/22	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		E. POSITION WORKING TITLE IT Spec I
F. CURRENT POSITION NUMBER 695-362-1402-012		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Infrastructure Services/Compute & Storage/Infrastructure Orchestration/ Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION John Swetland, Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY-FRIDAY (BETWEEN 7AM TO 6PM)		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK ☒ YES ☐ NO DRIVING AN AUTOMOBILE ☐ YES ☒ NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) ☐ Business Technology Management ☐ IT Project Management ☐ Client Services ☐ Information Security Engineering ☐ Software Engineering ☒ System Engineering
	Organizational Setting and Major Functions Under direction of the Infrastructure Orchestration (IO) Information Technology Manager I (IT Mgr I), the Information Technology Specialist (IT Spec I) is responsible for working with service areas throughout the California Department of Technology (CDT) to reduce repetitive tasks by automating and orchestrating processes that ensure high availability, scaling, failure recovery, dependency management, and numerous other tasks and attributes into single processes that minimize staff effort. The IT Spec I will use scripting and infrastructure technologies to manage interconnections and interactions among workloads in private and public cloud infrastructure.
% of time performing duties 50%	Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.) Provide system administration and support for CDT OTech Orchestration Services. - Research new technology advancements and conduct evaluations focused on optimizing and improving infrastructure and platform provisioning times, performance, capacity, availability and operational reliability - Design and develop automation capabilities to reduce or eliminate manual tasks related to both application infrastructure delivery and the operations of the resulting solution - Will use programming and scripting languages, such as JSON, YAML, Python, Ansible, etc., and infrastructure technologies to manage interconnections and interactions among workloads in private and public cloud infrastructure - Participate in proof-of-concept and prototyping efforts of new technologies and conceptual designs; collect, analyze and document results as required to progress business cases - Ensure incident, problem and change tickets are addressed in a timely fashion, as well as escalating technical and managerial issues, by following ITIL processes - Mitigate risk by following established procedures and monitoring controls, spotting key errors and demonstrating strong ethical behavior - Maintains knowledge and understanding of current and emerging technologies, equipment and systems
45%	Work on major projects of Orchestration Services. - Participates in planning, forecasting, design, installation and test automation and orchestration technologies for CDT OTech Orchestration Services - Participates by providing plans and processes for automation and orchestration and enhancements - Participates in the research analysis and design of modifications to new and existing automation and orchestration services - Participates in the research and develop new and enhanced email infrastructure applications, functionalities, and service strategies

5%

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

Provide written analysis for project development, planning and project scheduling.

- Prepare project task plans, including schedules and deliverables, for the assigned project or work
- Document and write procedures for each messaging services customer infrastructure developed
- Maintain active interface with industry development to ensure that the division utilizes its system resources to the maximum and to maintain pace with current technology
- Document product analysis and evaluation and present to management
- Perform other work as assigned

Work Environment Requirements

- May be required to work weekends and off shift work since this position supports a work environment that functions 24 hours a day, 7 days a week
- May be required to be available at any time, day or night, and on weekends and holidays and call-backs are probable
- May be required to travel occasionally between CDT campuses/other State entities to perform assigned duties, attend meetings, attend training, and/or provide customer support
- May be required to carry a mobile telephone and work remotely from home
- Must maintain consistent, predictable attendance
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI)

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Specialist I will be under the direction of the Infrastructure Orchestration Information Technology Manager I.

Actions and Consequences:

The financial and procurement hardware and software systems with supporting applications will also strengthen our service level provided to our customers and vendors by supplying us with the tools to quickly and accurately respond to their needs. If these applications are not employed, tasks will require double the time to be completed, which will affect timeframes to provide quality service. Additionally, unfavorable hardware and software systems and applications could result in a deficient work environment, highlighted by many manual processes, duplication of effort an inefficient use of staffing resources.

Personal Contacts:

The IT Spec I works closely with a variety of staff at all levels within OTech, customer departments, and numerous hardware and software vendors. The incumbent must prepare and present thorough overviews/demos of newly developed hardware and software applications, prior to implementation, to departmental staff.

Administrative and Supervisory Responsibilities Indicate "None" if this is a non-supervisory position.)
None.

Supervision Exercised:

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

Other Information

Desirable Qualifications: (List in order of importance.)

- Broad knowledge of data center, virtualization, and cloud technologies & associated best practices
- Experience working with Virtualization technologies and architectures, based on VMWare ESXi, Microsoft Hyper-V & KVM
- Some coding skills in Python or similar (Perl, Java, etc.), with emphasis on writing modular, scalable code
- Familiarity with API web service design

- Unix skills - Encompassing shell scripting, Perl, Puppet
- Excellent verbal communication, analytical skill and critical thinking

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)

Vacant

INCUMBENT SIGNATURE

DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)

John Swetland

SUPERVISOR SIGNATURE

DATE