

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

INFORMATION TECHNOLOGY SPECIALIST I

POSITION NUMBER:

800-762-1402-011

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

ISD / OPERATIONS AND MANAGEMENT BRANCH

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

NETWORK OPERATIONS, Server Support

SUPERVISOR'S NAME:

Eric Ngo

SUPERVISOR'S CLASS:

INFORMATION TECHNOLOGY SUPERVISOR II

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

The incumbent must be able to lift and carry IT equipment which can weigh up to 35 lbs. Due to installation/relocation activities, may require extensive time standing and walking, and occasional travel statewide. Fingerprint clearance is required.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

N/A

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

N/A

MISSION OF ORGANIZATIONAL UNIT:

ISD's mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units.

ISD accomplishes this by:

- effectively managing information systems and equipment;
- planning, communicating and implementing responsible information technology policies and solutions; and,
- sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

Under the direction of the Information Technology Supervisor II, the Information Technology Specialist I is responsible for the availability of department's IT server infrastructure which allows CDSS staffs to perform their duties in accomplishing CDSS's mission. As Part of the system architecture team, integrates existing and new IT to solve business changing needs. Server team helps to define and enforce security policy, plan and procure resource, protect CDSS data and investments, and provide a secure way to access resource from internal as well as external. The primary duties of the IT Spec. I lie within Client Services Domain.

A. RESPONSIBILITIES OF POSITION:

40%-Operation Management

Operation management is the primary responsibility of the Server group. We must ensure that all systems are functional, protected, monitor, and available. We enforce the security policies, and protect CDSS data resides both on-premises and in the cloud. This include the installation and application of security baselines such as operating systems, hardware, n-tier architecture, web, databases, security products, network products. Monitors networks, applications, security, and system logs to pro-actively remedy potential security incident and threats. Responds to any system and security alerts to maintain system and data integrity. Analyze systems/network utilization to evaluate system health, capacity capability, and performance. Install/upgrade and test hardware/software systems (e.g., patches/fixes, firewalls, switches, security devices, messaging systems, etc.). Track changes to systems hardware/software to maintain current configuration documentation and to facilitate the integration into the computing environment. Create processes and scripts (e.g., install, configure, maintain, secure, backup/recover, etc.) to ensure that technical staff are consistent with the documentation, application requirements, and departmental standards. Report the status of systems, projects, maintenance tasks, change control items, or problem resolutions to supervisors and users to ensure that they are informed.

20% - Enterprise Office 365 and Application Hosting

Provides 3rd tier level support for the Department. Performs as the Domain Administrator and Global Administrator. Responsible for the backend infrastructure such as authentication, virtual networking, server build, SQL clustering, blob storage and all Office 365 components. Office 365 components include the Office 365 Suite, Skype, SharePoint, and Exchange. In collaboration with Microsoft (MS) engineer, consultant, and CDSS ISO defines and enforces security policies ensuring CDSS Staff securely gain access to resources and applications on-premises and in the cloud. Work with Software as Service vendors and Partners to establish Federation connection for Single Sign-On and interoperability. Supports the infrastructure which host the internal and external applications via the MS Application proxy and the Citrix application gateway.

20%- Backup and Recovery

Participate in disaster recovery and operational recovery planning to ensure system security and business resumption. Maintaining hardware/software configuration documentation to assist with disaster and operational recovery. Ensuring that disaster recovery and operational recovery plans are current, and facilitate future upgrades or enhancements as required. Perform backup and validation to ensure that backups are done correctly and the data is recoverable.

15%- Maintenance

Maintain the current configuration of systems/network hardware, software, and documentation to meet standard operating requirements. Continuously review and update the security baseline on supported OS images and systems. Coordinate with 3rd party vendors to implement and ensure all systems are running with the most updated version of the OS, Firmware, Drivers, etc... Keeping track of system inventory, service mapping, and application ownership. Review and generate security compliance reports to validate that all security patches/updates are successfully deployed.

5%-Other Duties

Attend training and interact with outside departments and agencies to share ideas, understand mandates, and keep up-to-date on the latest trends in the IT field. Participate in the ITIL service management process and attend the Daily Stand Up meeting.

B. SUPERVISION RECEIVED:

The IT Spec I receives direction from the IT Supervisor II, who will ensure staff is sufficiently aware of the Bureau, Branch, Division, and Departmental goals and policies to support them through project activities and management actions.

C. ADMINISTRATIVE RESPONSIBILITY:

Reinforces with subordinate staff the Bureau, Branch, Division and Departmental goals and established policies and procedures to support them through work assignments. Creates, reviews and recommends effective policies and procedures for IT and telecom support, procurement, deployment and usage. The IT Specialist I works closely with the Program management staff and provides technical assistance on Division-specific applications, and helps to maintain the Division Operational Recovery Plan, Business Continuity and Contingency Plan, and the Agency Information Management Strategy (AIMS) report. The IT Specialist I reviews and recommends approval for all hardware and software purchase requests; oversees inventory maintenance; the periodic refresh of hardware and software; ensures the divisions are in compliance with all IT policies and reporting on work activities through the Call Tracking System.

D. PERSONAL CONTACTS:

The IT Specialist I has daily contact with other technical staff and management. The IT Specialist I also works with program areas, customers, other government agencies (State, County and Federal) and vendors.

E. ACTIONS AND CONSEQUENCES:

The Department's information technology infrastructure is dependent upon the actions taken by this position. This is the Department's advanced specialist and the position is involved, on a consultative basis, in all projects and system deployments. The research and recommendations from the incumbent will affect technical decisions and directions for years to come. Poor judgment by this individual could have far-reaching negative consequences for the Department's programs.

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. This position requires a background investigation, including a criminal conviction history screening, before hire (IRS Publication 1075). Applicants are required to submit fingerprints via the Live Scan process to the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). Background investigation clearance is a condition of employment for this position.

The incumbent must possess strong customer service skills and be able to work in a team environment, as well as independently. The incumbent must also possess comprehensive knowledge of how IT and telecom equipment works, operating systems and application software. The successful candidate will also possess strong analytical skills, and excellent interpersonal and communication skills. The job requires some travel to other regional offices within California.