



**POSITION DUTY STATEMENT**

<b>NAME</b>	<b>MCR</b> 1
<b>CLASSIFICATION</b> Information Technology Specialist II	<b>POSITION NUMBER</b> 538-406-1414-009
<b>WORKING TITLE</b> WellSTAR Lead Systems Administrator	<b>DIVISION/UNIT</b> Division of Administration Enterprise Technology Services Division Enterprise Network Infrastructure & Security
<b>EFFECTIVE DATE</b>	<b>LOCATION</b> Sacramento
<b>BARGAINING UNIT</b> R01	<b>CONFLICT OF INTEREST CATEGORY</b> 5

**DEPARTMENT STATEMENT:** All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. 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 maintain regular attendance and treat others fairly, honestly, and with respect are critical to the success of the Department’s mission and vision.

**GENERAL STATEMENT:** Under the general supervision of the Information Technology Manager I, the Information Technology Specialist II is the Systems Matter Expert for all aspects of the administration and management of the Geologic Energy Management Division's Well Statewide Tracking and Reporting System (WellSTAR). This includes server, storage, and cloud computing environment, and ensuring that all technology and data assets are secure and can reliably support critical program requirements. These responsibilities include the planning, design, procurement, installation, configuration, operations, and administration of all critical network hardware, software, and security systems. Duties include, but are not limited to:

A. **SPECIFIC ACTIVITIES: ESSENTIAL / MARGINAL FUNCTIONS**

**ESSENTIAL FUNCTIONS**

**35% Systems Management and Network Support:**

Serve as the infrastructure Systems Matter Expert and Azure Administrator for the WellSTAR application. Plan, design, procure, test, install, configure, monitor, and maintain the WellSTAR cloud computing environment. Work with the Information Security Officer and business representatives to research security technologies, develop security policies, and provide end-user education that meet business requirements, and that are consistent with best industry practices and State security policy.

Works with software and hardware vendors and other Subject Matter Experts to plan, design, test, and deploy systems. Resolves hardware and software problems, and the more challenging and advanced network system and integration problems. Ensure that system security, recovery, connectivity, maintenance, upgrades, application installation and configuration, performance monitoring, and expansion are planned and adequately addressed. Provides troubleshooting, technical guidance and advice to peers on operating system and application configurations. Manages and administers the backup/restore processes and supporting technologies, VM snapshot restores, AD object level restores. Familiar with configuration and troubleshooting of AD services, VMware infrastructure, network services and devices, and VPN configuration and connectivity issues. Develop scripts for managing and securing server systems using appropriate programming tools and languages.

**25% Systems Documentation:**

Documents systems, applications, installations, configurations, troubleshooting, procedures, policies, and processes. Provides technical assistance, guidance, and analytical research to team members and customers on various technologies. Maintains software and hardware inventories. Develops project plans, statements of work, complex reports, analyses, and recommendations to management for ongoing and future improvements for network systems support. In conjunction with peers, develops, implements, tests, and maintains the DOC disaster recovery plans.

**20% Systems Security:**

Identifies and mitigates, in collaboration with peers, the greatest risks to operating system, applications, and other areas relating to server configuration and management. Monitors VPN and updates operating systems and applications. Performs system configuration changes essential for optimal system and network security. Identifies potential threats and take preventative measures to protect the network from attacks or misuse which threaten critical technology and data resources. Plans, designs, procures, tests, installs, configures, monitors, and maintains the DOC's complex network environment. Works with the Information Security Officer and business representatives to research network security technologies, develop network security policies, and provide end-user education that meet business requirements, and that are consistent with best industry practices and State security policy.

**15% Research and Development:**

Research and tracks current trends in technology. Prepares reports and gives presentations to colleagues and management. Prepares utilization and performance reporting and makes recommendations for improvements. Performs other related duties consistent with specifications of the classification. Assist Service Desk with resolution of more complex workstation hardware and software issues. Respond to request for assistance with computers and back up the Service Desk as needed.

**5% Administration:**

Performs administrative duties including, but not limited to, adheres to Department policies, rules, and procedures; submits administrative requests including leave, overtime (if applicable), travel, and training in a timely and appropriate manner; accurately reports time in the Daily Log system; and

submits timesheets by the due date. Assist Service Desk with resolution of more complex workstation hardware and software issues. Respond to request for assistance with computers and back up the Service Desk as needed.

**B. SUPERVISION RECEIVED**

The Information Technology Specialist I (Technical) reports directly to and receives the majority of assignments from the Information Technology Manager I (ITMI); however, direction and assignments may also come from supervisory and executive staff within ETSD.

**C. SUPERVISION EXERCISED**

None

**D. ADMINISTRATIVE RESPONSIBILITIES FOR SUPERVISORS AND MANAGERS**

None

**E. PERSONAL CONTACTS**

The Information Technology Specialist I (Technical) will have frequent contact with department managers and staff in order to design, develop and implement systems that meets the business needs as specified by the business and system requirements. The incumbent will represent the organization within and outside the DOC in a way that will enhance public respect for, and confidence in the employee, agency, and state government.

**F. ACTIONS AND CONSEQUENCES**

The Incumbent is expected to act independently in their duties. Major decisions based on business and system analysis related to network and systems design may be based on their recommendations. Poor recommendations may, therefore, create significant problems in the development of a system and result in project delays and over-expenditures. This is especially important for systems that provide a critical service to the public or which respond to a legislative mandate.

**G. WORKING CONDITIONS/PHYSICAL REQUIREMENTS**

- Work in a high-rise building
- Work in an open modular workstation in an air-conditioned office
- Sitting at a desk, in a chair, and in front of a computer screen.
- Moving/walking about the office and standing or sitting during meetings.
- Using a multi-line telephone console or a cordless telephone with headset.
- Bend (neck and waist), squat, kneel, and twist (neck and waist).
- Perform repetitive hand motion, simple grasping, fine manipulation, pushing and pulling with right and left hands.
- Reaching (above and below shoulder level).
- Ability to move boxes weighing up to 20 pounds.
- Work under pressure to meet deadlines.
- Work overtime, if required.

- Traveling via private or public transportation (i.e., driving automobile, airplane, etc.) including overnight lodging inside California may be required.

H. **OTHER INFORMATION**

Knowledge of: Information technology systems (software) programming, equipment, and its capabilities and interfaces between hardware and software, and the requirements for the installation and implementation of the most complex information technology software systems.

Ability to: Write complex programs; develop detailed program specifications; analyze data and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions; apply creative thinking in the design and development of methods of processing information with those contracted in the course of the work; work under pressure; communicate effectively; prepare effective reports; coordinate the activities of technical personnel.

I. **TELEWORK**

Telework is subject to satisfactory job performance and may be canceled due to business needs. Employees are expected to be reachable by phone, email, and instant message during their designated telework hours. It is expected that staff abide by the provisions set in the DOC Telework Program Policy and Procedures, State Information Security Policies and State Telework and Remote Access Security Standard. Damaged or lost equipment is to be reported to your supervisor immediately.

- Position is subject to the Department’s Conflict Interest Code (Form 700) Policy.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor).		
<b>Employee Signature</b>	<b>Employee Printed Name</b>	<b>Date</b>

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.		
<b>Supervisor Signature</b>	<b>Supervisor Printed Name</b>	<b>Date</b>