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DUTY STATEMENT

CLASSIFICATION TITLE	DIVISION NAME
Information Technology Specialist II	Information Technology Division, Infrastructure and Platform Services Office, Database Platform Services Section
WORKING TITLE Cloud Infrastructure Administrator	**POSITION NUMBER** 333-350-1414-034
EMPLOYEE NAME VACANT	**EFFECTIVE DATE** July 1, 2022

You are a valued member of the Department of FI$Cal. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

GENERAL STATEMENT
Under the direction of the Information Technology Manager (ITM) I, the Information Technology Specialist (ITS) II is responsible for the most complex information technology (IT) projects and infrastructure initiatives. The ITS II leads the architecture, design, installation, configuration, testing, maintenance and documentation of all of FI$Cal's server and desktop infrastructure hosted in the public clouds, state data centers and infrastructure located at FI$Cal office(s). The ITS II provides expertise in installation, administration, maintenance and operations, patch management, backup and recovery, availability monitoring and identity and access management of the FI$Cal's infrastructure among other things.

The incumbent provides technical expertise, advice and guidance to IT staff and is responsible for the installation, configuration, testing, maintenance and troubleshooting of the complex IT systems as well assisting the Department of FISCal with any issues encountered by the use of the aforementioned systems. The incumbent is responsible for supporting the entire Department with IT services from the planning through operational phases of the FI$Cal system implementation.

The duties for this position are focused in the Client Services and System Engineering domains, however, work may be assigned in the other domains as needed.

SUPERVISION RECEIVED
The ITS II reports directly to the ITM I, Chief of Database Platform Services Section.

SUPERVISION EXERCISED
None. May act as a team lead when directed by the ITM I.

ESSENTIAL FUNCTIONS

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

% OF TIME	ESSENTIAL FUNCTIONS

45%	**Systems Administration, Maintenance and Support**
	• Provide maintenance and operations support for the FI$Cal's infrastructure hosted on the public clouds, state data centers and FI$Cal's office(s) in the areas including but not limited to:
	   o Virtual server infrastructure
	   o Virtual desktop infrastructure
	   o Storage infrastructure
	   o Multi-factor authentication infrastructure
	   o Backup and restore solutions
	   o Availability monitoring infrastructure
	   o Automated patch management
	   o Disaster recovery infrastructure
	   o Back office solutions (such as O365, SharePoint)
	   o Security infrastructure
	• Lead disaster recovery tests from the infrastructure perspective.
	• Plan and implement complex maintenance projects such as upgrading virtual server infrastructure.
	• Plan, procure and maintain software licenses.
	• Participate in knowledge transfer activities for the FI$Cal System (e.g., job shadowing, hands on training activities, review of processes, etc.).
	• Provide troubleshooting support for the FISCal infrastructure and back-office solutions related issues.
	• Maintain the disaster recovery solution for infrastructure.

35%	**Systems Architecture, Design, Test and Implementation**
	• Architect, design and implement;
	   o Infrastructure to host FI$Cal's applications and back-office solutions on the public clouds.
	   o Centralized authentication solution for accessing FI$Cal infrastructure and applications.
	   o Backup and restore solutions for FI$Cal infrastructure hosted on public clouds.
	   o Cloud native solutions to maintain cloud infrastructure (such as automated patch management, automated availability monitoring).
	   o Provide high level expertise for cloud solutions.
	   o Optimized installation that is scalable and highly available for the cloud based applications.

	o The security infrastructure on the public clouds. o Solutions to integrate Software-as-a-service solutions with FISCal infrastructure. • Plan, design and implement infrastructure solutions in the state data centers as needed by FISCal. • Lead the migration of on-premises infrastructure to public clouds. • Research, plan and implement new cloud based solutions as needed by FISCal.
15%	**Documentation and Training** • Review and provide feedback on deliverables from vendors and system documentation. • Develop documentation for the solutions implemented by the server management team. • Develop procedures and processes based on industry standards and best practices. • Independently develop, review, approve, and implement complex IT policies, standards, and procedures (e.g., access policy, architectural designs, best practices, etc.). • Independently develop and conduct training to team members. • Facilitate and provide presentations to all levels of FI$Cal staff including, management, business partners and executives when necessary. • Complete all team-training requirements.
5%	**Marginal Functions** • Perform other related duties as required to fulfill FI$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the team/unit, which may include special assignments.

REQUIRED SKILL SETS
All knowledge and abilities of the ITS I classification; and

Knowledge of: Emerging technologies and their applications to business processes; business or systems process analysis, design, testing, and implementation techniques; techniques for assessing skills and education needs to support training, planning and development; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the State of California project management standards, methodologies, tools, and processes; software quality assurance and quality control principles, methods, tools, and techniques; research and information technology best practice methods and processes

to identify current and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards.

Ability to: Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.

SPECIAL REQUIREMENTS
The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check will be required.**

WORKING CONDITIONS
The incumbent may need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked. The incumbent should be available to travel as needed and is expected to perform functions and duties under the guidance of the Department of FISCal's core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier, telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

SIGNATURES

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 the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the assigned HR analyst.)

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Employee Signature   Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

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Hiring Manager Signature   Date

H/R Analyst AB

Date Revised: 9/12/2022