DUTY STATEMENT

ORGANIZATION (DIVISION/REGION/BOARD)	UNIT	POSITION #	DATE
Division of Information Technology	Server Operations Unit	880-280-1414-XXX	4/7/2023

NAME OF EMPLOYEE (IF APPLICABLE)
VACANT

CURRENT CLASSIFICATION	PROPOSED CLASSIFICATION (IF APPLICABLE)
Information Technology Specialist II	

NAME OF SUPERVISOR
Doug McCauley

CURRENT CLASSIFICATION OF SUPERVISOR	REVIEWED AND APPROVED BY SIGNATURE
Information Technology Manager I	**Kathy Owen, Deputy Director**

SUPERVISION EXERCISED (IF APPLICABLE)

1. DIRECTLY SUPERVISED		2. INDIRECTLY SUPERVISED	
NO. OF EMPLOYEES	CLASS TITLE	NO. OF EMPLOYEES	CLASS TITLE

DESCRIPTION OF DUTIES: SUMMARIZE THE REGULARLY ASSIGNED DUTIES OF THE POSITION, EXPLAIN MOST IMPORTANT DUTIES FIRST. LIST THE PORTION OF TIME BY PERCENTAGE IN LEFTHAND COLUMN, EXTRA SHEETS MAY BE ATTACHED.

% OF TIME	DUTIES
	Under the general direction of a/an Information Technology Manager I (ITM I) and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the Information Technology Specialist II is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments. Specific responsibilities include:
40%	Acts as a technical and project lead for the Server Operations Unit (SOU) on the most complex information technology systems for Linux server maintenance and support, technical recovery planning, server back-up management and reporting, and Azure infrastructure. The Information Technology Specialist II optimizes and applies architecture solutions for the benefit of the overall organization and play a major role in advising management or formulating information technology strategy and policy within the organization. Perform risk assessments and recommend information technology solutions; analyze incident-related data and determine the appropriate response. Develop implementation plans including cost-benefit or return on investment analyses, design infrastructure configuration. Review software architecture and make recommendations regarding technical and operational feasibility; plan, design, and implement the enterprise data models using standardized modeling tools to align technology solutions with business strategies. As project lead, the Information Technology Specialist II will meet and work with customers internal and external of the Division of Information Technology (DIT) to review and define specific complex server related requirements, review and evaluate operational needs; make recommendations on server-based solutions; identify challenges, and limitations of server requirements, propose procurement strategy, process approach to design, test, deploy and maintain server solution. The Information Technology Specialist II is the Linux Technical Lead for on-going support of the Linux servers, VMWare VCenter, Rubrik, and other complex and critical server-based solutions for the SOU unit.

30%	Coordinates the testing of complex application server and back-up requirements; reviews and evaluates application server test results; discusses and makes recommendations on final proposed solution; makes customer requested changes in a testing environment to ensure all necessary changes are properly done prior to deployment; monitors implemented solution to ensure solution is functioning as expected; reviews user instructions and support documentation. Gains proficiency in the use of Cal/EPA Enterprise shared environment, MS Active Directory, Enterprise Rubrik Server Back-up solution, MS Windows Server Administration (physical and virtual), Enterprise storage system, be familiar with the California State Information Management Manual (SIMM), State Administrative Manual (SAM) and Water Boards server operation procedures, completed staff work, and use of proper standards for IT.
15%	Verify and validate the quality of their completed work; assist in review of their peers' work and procedures. Develop and generate reports to identify possible improvement areas for server operations; research, analyze and recommend resolutions and/or resolve all server operation related issues. Fosters SOU technical collaboration and mentoring. The Information Technology Specialist II is the Technical Lead for the Linux VMware development and test environments.
10%	Responds to customer server operations inquiries in Service Now regarding server-based applications, systems back-up and restoration issues, permissions issues, and researches and recommends resolutions for issues. Is the backup Technology Recovery Procedures (TRP) Coordinator. Attends regularly scheduled DIT staff meetings and training sessions.
5%	Perform other duties as required.

Employee Signature: _____Date Signed: _____