

**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 5/8/2023	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist II		E. POSITION WORKING TITLE IT Specialist II
F. CURRENT POSITION NUMBER 695-361-1414-018		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTECH/Platform/Window Services/Windows Architecture/ Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Ian Glenn, Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY - FRIDAY, 7:00AM TO 3:30PM		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> 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).

	<p><b>Information Technology Domains</b> (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input type="checkbox"/> Business Technology Management      <input type="checkbox"/> IT Project Management      <input type="checkbox"/> Client Services  <input checked="" type="checkbox"/> Information Security Engineering      <input checked="" type="checkbox"/> Software Engineering      <input checked="" type="checkbox"/> System Engineering</p>
	<p><b>Organizational Setting and Major Functions</b></p> <p>Under general direction of the Information Technology Manager (IT Mgr I), the Information Technology Specialist II (IT Spec II) will provide the highest degree of proficiency and technical support for the Windows Server environment at the Office of Technology Services (OTech). The IT Spec II is responsible for providing OTech and customer departments with analytical and technical assistance for Microsoft Windows Server and related services. The IT Spec II will work closely with internal and external customers and other OTech service teams to coordinate, implement, and maintain Windows Server related technologies and infrastructure. This will include advanced server infrastructure configurations, automation, tuning, troubleshooting and problem resolution in both physical and virtual / cloud platforms. The IT Spec II will act as a team lead, mentor staff both in Windows Architecture and staff in other OTech service areas and provide advice on plans that have significant impact on the organization's business success. The duties of this position will include but will not be limited to the following.</p>
<p>% of time performing duties 50%</p>	<p><b>Essential Functions</b> (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Independently or as a team leader provide for analysis, design, installation, configuration, security, provisioning, upgrading and successful operations of Windows Server products and technologies. The IT Spec II works with OTech internal and external customers to build, modify, secure, automate, and support infrastructure related to Windows Servers to meet their business requirements. The IT Spec II has specialized knowledge in the Microsoft System Center Suite of products, Microsoft Active Directory, Cloud service offerings (e.g., IaaS, SaaS, etc.), and server provisioning automation and scripting. The IT Spec II identifies, analyzes, and resolves critical production problems that involve but are not limited to the following technologies.</p> <ul style="list-style-type: none"> <li>• Microsoft System Center Configuration Manager/Operating System Deployment.</li> <li>• Microsoft System Center Operations Manager</li> <li>• Microsoft System Center Service Manager</li> <li>• Microsoft System Center Data Protection Manager</li> <li>• Microsoft System Center Orchestrator</li> <li>• Microsoft Active Directory</li> <li>• HP OneView</li> <li>• All current Microsoft supported server operating systems.</li> </ul> <p>The IT Spec II documents all aspects of environmental changes for historical records and ease of product maintenance, researches new product technologies and methodologies, and develops documents and procedures to implement these technologies into the work environment. The IT Spec II role may span multiple IT domains.</p>

% of time  
performing duties  
45%

The IT Spec II uses these tools to implement and maintain automation in support of Windows Server technologies and security vulnerability remediation.

The IT Spec II will act as a team lead, mentor staff both in Windows Architecture and staff in other OTech service areas and provide advice on plans that have a significant impact on the organization's business success. The IT Spec II will be responsible and have authority to make decisions regarding successful completion of product implementation and support, which include but are not limited to:

- Design System Center architecture to meet current and future business requirements.
- Prepare and manage SCCM collections, deployment packages, and schedules/maintenance windows to ensure Windows Managed Servers are patched, security vulnerabilities are remediated, and required software is distributed in accordance with OTech policy.
- Participate in software upgrades and patching activities, which may occur outside normal business hours.
- Leverage new/emerging technologies (e.g., IaaS, SaaS, etc.) to create new services and/or augment existing services.
- Upgrade, maintain, and secure the technology/infrastructure/automation (SCCM, OSD, scripting, etc.) that provision Windows Servers in Windows Managed Services.
- Lead efforts to upgrade, maintain, and secure internal OTech and customer Active Directory domains in Windows Managed Services.
- Work and coordinate with the OTech Security team to ensure project adherence to OTech's published network architecture security guidelines and to ensure systems meet OTech's minimum security requirements.
- Minimize the exposure of risks on assigned projects via implementing workflow automation and scripting in addition to proper documentation and clear communication with all project stakeholders.
- Work and coordinate with Windows Services staff on the installation, configuration, management and problem resolution of the Microsoft System Center Suite in support of OTech's Windows Server platform and related services.
- Ensure project documents are complete, current and stored appropriately in accordance with Windows Services documentation policies.
- Follow OTech change control policies, security guidelines and procedures to maintain and ensure the availability of customer systems during the implementation of new projects and services and day-to-day operations.
- Work cooperatively and in collaboration with internal OTech service teams to request and implement services related to customer projects including but not limited to storage, backup, network/firewall, database, web, virtualization / Cloud services, etc.

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

5%

The IT Spec II will assist with cross-functional activities within Windows Services, including the following tasks:

- Assist the Windows Operations, Windows Projects and other OTech service teams in the diagnostics and troubleshooting of complex Windows Server related problems.
- Respond to and assist in the resolution of production incidents in an expedient manner, while informing management of problems and actions taken.
- Maintain active interface with industry development, aiding Windows Services in maintaining pace with current technology.
- Document Windows Services processes, guidelines and policies as required.

**Work Environment Requirements**

- Periodic weekend and off shift work may be required.
- May be expected to carry a pager or cell phone.
- Some travel may be required for meetings, training and conferences.
- 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 Information Technology Specialist II receives general direction from the Windows Architecture Information Technology Manager I. Supervision and direction received is general in scope and in nature depending on the particular project or assignment. The IT Spec II works independently and as a team lead for the activities that will be reported and monitored on a weekly basis to the Windows Architecture IT Mgr I. This position requires the IT Spec II to utilize creativity and ingenuity for developing and analyzing various Windows Server systems and applications.

**Actions and Consequences:**

The IT Spec II has defined responsibility and authority for decision making and implementing technological solutions that are essential to the mission of the overall organization that can affect large numbers of users on a long-term or continuing basis.

This position requires a thorough understanding of the roles, responsibilities and objectives of Windows Services as well as the goals and objectives of the organization. The IT Spec II is required to make accurate decisions on all problems/issues within Windows Services and perform as the lead over other staff in meeting the goals and objectives that have been outlined by the Windows Services management team.

The IT Spec II works with the Windows Architecture IT Mgr I to review, prioritize and monitor all workload within Windows Architecture, address current and new system problems/issues, review project schedules and make the appropriate decisions on problem resolutions that minimize the impact to the organization and its customers.

The systems maintained by OTech are used to provide business services that are widely used in state government, and often support critical functions such as emergency services and cabinet-level communications. The IT Spec II is expected to make judgements, decisions, and recommendations that affect the success of OTech's Windows services and ultimately the services of the data center. The impact of the IT Spec II decisions directly affects OTech customers in public relations and/or monetary expenditures.

**Personal Contacts:**

The IT Spec II works closely with a variety of staff at all levels within OTech, customer departments, and numerous hardware and software vendors. There will be regular contact with customers, vendors and external entities to coordinate and discuss business/system requirements, platform configuration and operation procedures. The IT Spec II is required to communicate effectively, both orally and in writing with upper management, subordinates, peers and customers.

**Administrative and Supervisory Responsibilities:** (Indicate "None" if this is a non-supervisory position.)  
None, but may act as a team leader.

**Supervision Exercised:**

None, but acts as a leader on Windows Architecture projects.

**Other Information**

**Desirable Qualifications:** (List in order of importance.)

- IT Spec II possesses a high degree of skill and knowledge of the System Center suite of products, current Windows Server Operating Systems and Windows Server services.
- Must maintain regular, consistent, and predictable attendance, and have the ability to consistently exercise good judgement.
- Must demonstrate the knowledge and ability to exercise broad technical and business skills. Ability to solve complex problems and make decisions independently.
- Ability to effectively communicate and interact with various internal/external customers.
- Ability to work on multiple projects simultaneously.

rp

**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)	INCUMBENT SIGNATURE	DATE
------------------------	---------------------	------

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

SUPERVISOR NAME (PRINT) Ian Glenn	SUPERVISOR SIGNATURE	DATE
--------------------------------------	----------------------	------