

DUTY STATEMENT

ORGANIZATION (DIVISION/REGION/BOARD) Division of Information Technology	UNIT Server Operations Unit	POSITION # 880-280-1414-XXX	DATE April 19, 2023
NAME OF EMPLOYEE (IF APPLICABLE) VACANT			
CURRENT CLASSIFICATION Information Technology Specialist II		PROPOSED CLASSIFICATION (IF APPLICABLE)	
NAME OF SUPERVISOR Doug McCauley			
CURRENT CLASSIFICATION OF SUPERVISOR Information Technology Manager I		REVIEWED AND APPROVED BY SIGNATURE 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		
45%	<p>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:</p> <p>Serves as a technical project authority on the most complex information technology studies or systems for Water Boards (State Boards and Regional Boards). This includes Enterprise server administration, O365, Microsoft Azure and Active Directory Architecture support and reporting. The Information Technology Specialist II will collaborate with customers to 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, and process approach to design, test, deploy and maintain server solution. Works with SOU staff, Cal/EPA IT Enterprise personnel, and IT vendors, conduct research, and seek out necessary resources to assist in determining server related solutions. Coordinates the testing of complex server requirements; review and evaluate server test results; discuss and make recommendations on final proposed solution; make 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; review user instructions and support documentation. In carrying out the above duties, gains proficiency in the use of Cal/EPA Enterprise shared environment, MS Active Directory, server change management, shared VMware environment, MS Windows Server (physical and virtual), cloud-based technologies, O365 Administration, enterprise storage systems and back-up systems. The Information Technology Specialist II will also 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 industry standards for IT.</p>		

30%	Verifies and validates the quality of the completed work and assists in review of peers' work and procedures. Develops and generates reports to identify possible improvement areas for server operations; research, analyze and recommend resolutions and/or resolves all server operation related issues. Fosters SOU technical collaboration and mentoring. The Information Technology Specialist II is the technical authority over the State Board MS Active Directory Server environment.
20%	Responds to customer server operations inquiries in Service Now regarding server-based applications, Regional LAN Administrators server related issues, 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: _____