



HOW WILL YOU SPEND YOUR FUTURE?

PROPOSED

CURRENT

DUTY STATEMENT

EFFECTIVE DATE

BRANCH Technology Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 626 - 1402 - 053
DIVISION/UNIT IT Infrastructure & Operations / Network Infrastructure	CLASS TITLE Information Technology Specialist I
INCUMBENT NAME	WORKING TITLE Cloud Infrastructure Engineer

CalSTRS is dedicated to securing the financial future and sustaining the trust of California’s educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.

Under general direction of the Network Infrastructure Manager, the Cloud Infrastructure Engineer, in collaboration with other technical staff is responsible for designing, implementing, and managing the cloud-based and on-premises infrastructure, as well as the server, storage, backups, monitoring, technology implementation, and support activities. The Cloud Infrastructure Engineer has the knowledge, skills, and abilities in all aspects of centralized enterprise systems and applications in datacenter and multi-cloud server instances that provide services, including but not limited to, Amazon Web Services (AWS) cloud hosting, public cloud infrastructure, Multifactor Authentication (MFA), Active Directory (AD) services, database services and web services. The Cloud Infrastructure Engineer works on and leads a variety of critical Information Technology (IT) projects. The Cloud Infrastructure Engineer is expected to perform a variety of tasks requiring innovative problem-solving within broadly stated and non-specific guidelines.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
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35%	<p>ESSENTIAL FUNCTIONS</p> <p>Technical Operations</p> <ul style="list-style-type: none"> • Cloud Architecture and Design: Collaborate with cross-functional teams to design and architect cloud solutions that align with our business goals. This includes both public cloud (e.g., AWS, and Azure) and on-premises infrastructure. • Cloud Deployment and Management: Deploy, configure, and manage cloud resources, including virtual machines, containers, and serverless functions. Ensure the seamless operation of services in both cloud and on-premises environments. • Hybrid Cloud Integration: Implement and maintain secure and efficient connections between on-premises infrastructure and cloud environments, enabling seamless data flow and workload distribution. • Provide technical support required to maintain the CalSTRS infrastructure. Work with staff, customers, vendors, and management to resolve network and systems related issues. • Plan, design, document, and implement the development, configuration, installation, and maintenance of networked applications and servers, including VMware virtual machines, Windows operating systems, and storage area networks. • Lead or participate as a team member on the overall infrastructure architecture planning, design, documentation, and implementation. • Identify and define business or technical requirements in support of systems and networks. • Ensuring security measures are compliant with CalSTRS security policies/practices as well as relevant legislation and guidelines.
25%	<ul style="list-style-type: none"> • Perform routine system and application configuration management functions. • Work with staff, customers, vendors, and management to resolve network and systems related issues. Provide and/or coordinate user support and training in the use of software and hardware. • Assist with diagnosing infrastructure incidents and develop effective solutions. • Provide primary and backup support for systems including but not limited to; backup and recovery solutions; server hardware, Operating Systems (OS), and security; Software as a Service (SaaS) and cloud technologies; storage solutions; virtualization; web and email security.
25%	<p>Project Management and Administrative Services</p> <p>Provide support activities related to the organization, planning, and general administration of the Network Infrastructure program. Function as Project Manager, Project Lead, and team member on Network Infrastructure and cross-functional projects. Write technical requirements and work on projects using project management tools and practices. Develop, maintain, and update project plans, including obtaining current status information and ensuring tasks adhere to schedule. Create templates and develop new</p>

10%	<p>procedures to effectively assist staff and management with projects. Acts as a liaison to ensure seamless and timely hand offs between cross functional teams assigned to various projects. Coordinates with end-users, management, and staff on project issues and status. Attend, participate, or lead meetings. Build meeting agendas, perform scribe duties, facilitate meetings, and follow up on action items. Solicit vendors and prepare procurement documents for all program services, hardware, and software contracts. Work with CalSTRS facilities and multiple vendors to ensure the server room and program work areas are fully functional and adequately maintained. Communicate effectively orally and in writing in both technical and non-technical terms.</p> <p>Technical Knowledge Perform research and development activities. Understand the general direction of CalSTRS' business and the overall IT market. Proactively research, follow, evaluate, and recommend adoption of new or enhanced approaches to delivering IT services or following industry's best practices. Participate as a change agent in adopting new services and technology for customers and establishing a future direction and mapping business requirements to technical capability. Consult with, advise, and guide management and other staff of situations and issues that involve applying or adapting new IT network theories, concepts, principles, standards, methods, policies, procedures, and practices.</p>
5%	<p>MARGINAL FUNCTIONS Define, develop, and document IT services, policies, procedures, and projects. Attend, participate, and lead meetings. Build meeting agendas, perform scribe duties, facilitate meetings, and follow up on action items. Make oral and written presentations; Communicate effectively orally and in writing in both technical and non-technical terms. Mentor, trains, and guide technical staff.</p>

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies

- Analytical Thinking
- Ethics and Integrity
- Interpersonal Skills for Relationship Building
- Managing Work
- Personal Credibility
- Planning and Organizing
- Technical/Professional Knowledge and Skills
- Thoroughness
- Written Communication

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Ability to support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Work in a high-rise building
- Work in an open space environment
- Occasional work during weekends, holidays, and evenings to provide after-hours support required
- Must operate various IT equipment daily and occasionally move equipment either solely (25 lbs. max) or with assistance (100 lbs. max)

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- Prolonged periods of standing or sitting
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED