



**Classification: Information Technology Specialist II**

**Working Title: Senior Infrastructure Systems Engineer**

**Position Number: 358-533-1414-xxx**

**Division/Unit: Information Technology Services Division / Infrastructure Services**

**Assigned Headquarters: Sacramento Headquarters**

**Position Eligible for Telework (Yes/No): Yes**

### **Job Description Summary**

Under general direction of the Information Technology Services Division (ITSD) Infrastructure Services Information Technology (IT) Manager I, the Senior Infrastructure Systems Engineer serves as an advanced level professional with exceptional knowledge, skills, and abilities in the areas of storage, backup/data protection, cloud, and virtualization within the California State Lottery's (Lottery) infrastructure. The Senior Infrastructure Systems Engineer works independently in effectively securing data center resources through proper channels within the Lottery while developing and managing the large and complex storage, backup/data protection, and virtualized systems. The duties for this position are focused in the System Engineering and Information Technology (IT) Project Management domains; however, work may be assigned in other domains as needed.

### **Job Description**

**40% (Essential)** Provides vision and technical leadership to Systems Administrators to develop and implement complex IT systems within the Lottery. Responsible for setting workload priorities for the Systems Administrators and reviews their technical work and assists in staff's technical development. Diagnoses and develops solutions to the most complex problems as it relates to Storage Area Network (SAN), Network Attached Storage (NAS), virtualization, backup and data protection, and Azure cloud services, including the failure of operating systems or the software layers residing on the server operating systems. Acts as project manager on projects associated with the Lottery's multi-tiered storage and computing environments. Develops server backup and restoration processes and configures storage and virtualization systems to maximize network facilities and peripherals. Works with other areas to understand future storage and backup and data protection needs.

**30% (Essential)** Provides subject matter expertise on the configuration and management of data storage, backup systems and data protection, including management of new VMWare instances, and/or data center hardware upgrades. Records and publishes metric information describing the Lottery's storage infrastructure. Modifies storage and backup/data protection systems to provide optimal operation. Works with vendors to understand requirements of storage and backup/data protection infrastructure needs. Oversees/performs complex installations. Develops and implements tasks to test and activate storage and backup/data protection hardware and software components.

**25% (Essential)** Participates in capacity planning and disaster recovery. Provides infrastructure design, implementation planning, deployment support, software strategy, system troubleshooting, performance engineering, optimization, and maintenance strategies. Drives requirements and technical due-diligence and



infrastructure design. Serves as a technical expert to Lottery partners on functions pertaining to infrastructure engineering. Makes recommendations for future upgrades. Provides documentation of processes and procedures and creates appropriate checklist for deployment builds and decommissioning of equipment and resources. Researches and evaluates data center storage, backup, and data protection best practices required to support the Lottery's business needs. Conducts technical research including the use of Gartner subscription services and participates in life cycle project implementation.

**5% (Marginal)** Perform other job-related duties as assigned such as but not limited to: developing/maintaining various documentation, acting as a project lead, and performing analysis and consulting services.

### Scope and Impact

a. Consequence of Error: ITSD is responsible for delivering high-quality technology services and solutions that enable the business to achieve its goals and objectives. With over 1000 staff located in offices throughout the state, the Lottery's sole mission is to provide supplemental funding for California's public schools and colleges. While the Lottery is a public agency, it receives no public funding. Instead, all operating and administrative expenses are raised through the responsible sales of our games. Disruptions that impact revenue generation would significantly affect the Lottery's ability to achieve its mission. In addition, incorrect data supplied to executives, upon which members rely for decision-making criteria, and/or unsupported recommended approaches or solutions could result in wasted resources and inefficient use of Lottery resources. Negative decisions on mission critical Lottery systems could result in outages where such failures would be a significant embarrassment to the Lottery, the Governor, and the state.

Errors, incomplete staff work, poor recommendations, and/ or poor decisions may result in the loss of or disruption of major service to customers and/or the inability of ITSD to meet business needs. As appropriate, staff must be available to respond to service outages that affect daily operations to ensure business continuity.

- b. Administrative Responsibility: None, but the Senior Infrastructure Systems Engineer will assist with the training of any new personnel for the unit.
- c. Supervision Exercised and Received: The Senior Infrastructure Systems Engineer is under general direction of and receives most assignments from the Infrastructure Services Manager (Information Technology Manager I); direction and assignments may also come from the extended Information Technology Services Division (ITSD) management team.
- d. Personal Contacts: The Senior Infrastructure Systems Engineer interacts with various levels of Lottery executives, managers, stakeholders, business areas, staff, vendors and consultants, and other state agencies.

### Physical and Environmental Demands

The Senior Infrastructure Systems Engineer is required to lift and move PC equipment (which can weigh 30 pounds or more) using a wheeled cart.



**Working Conditions and Requirements:**

The Senior Infrastructure Systems Engineer will work in a fast-paced environment, with competing priorities, and critical deliverables.

- a. Schedule: This position supports the Lottery during normal business hours from 8:00 a.m. to 5:00 p.m. unless otherwise approved by the unit manager. Weekends, long and/or irregular hours, after-hours work, and holiday work may be required.
- b. Travel: Statewide overnight travel may be required.
- c. Other: This position may be required to carry a Lottery issued cell phone. This position may be required to be reachable outside of normal business hours.

**Effective Date:**

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**NOTE:** The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or otherwise balance the workload.

**SUPERVISOR'S STATEMENT:**

- I have discussed the duties and responsibilities of the position with the employee.
- I have retained a copy of the signed duty statement.

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**Supervisor Signature**

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**Printed Name**

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**Date**

**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.

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**Employee Signature**

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**Printed Name**

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**Date**



### Duty Statement Instructions (Rev. 04/2023)

**NOTE:** After inserting the text/information into the duty statement, remove all "Insert Text" or "Insert Text to describe the following" prompts.

**Classification:** Enter the legal class title of the position (e.g., Office Technician (Typing), Staff Services Analyst, District Sales Representative, etc.).

**Working Title:** Enter the working title of the position if different from the legal class title.

**Position Number:** Enter the full position number assigned as shown on the department's organization chart (e.g., Agency: 358, Unit: 031, Class: 5157 (SSA), Serial: 001: [358-031-5157-001]).

**Division/Unit:** Enter the Division/Unit name where the position resides in the Lottery organization.

**Assigned Headquarters:** Enter the physical work location where the employee will work (e.g., Sacramento Headquarters, Fresno District Office (Fresno DO), Northern Distribution Center, etc.).

**Position Eligible for Telework (Yes/No):**

**Job Description Summary:** Briefly describe the overall purpose of the position, the degree of supervision received, and any supervision exercised. Should not exceed 4 sentences. Example: Under the supervision of the Staff Services Manager I, the incumbent is responsible for ...**ADD THE SUMMARY OF DUTIES TO BE PERFORMED.**

**NOTE:** To determine the level of supervision received (e.g., under direct supervision, direction, etc.), refer to the class specification or contact your C&P, Examinations Analyst.

**Job Description:** This will consist of 'Essential (E)' duties and 'Marginal (M)' duties (if applicable). Enter the percentage of time the incumbent will spend performing each group of essential and marginal functions (Example: A duty that is regarded as 5% is equivalent to approximately 2 hours of work per week OR 8 hours (one day) of work per month). **NOTE:** Percentages must be in descending order with the largest percentage of duties at the top. Percentages must not be less than 5% of time. Total of all percentages must equal 100%.

- Essential Functions – these duties are why the position exists. The employee must be able to perform the essential duties of the position with or without a reasonable accommodation. Ensure the duties assigned to the position are appropriate for the classification and group similar tasks together. Explain **WHAT** the task or duty is to be performed, **WHY** the task is being **WHAT GOAL** is being achieved, and **WHERE/WHEN** is the task done if relevant to the working conditions of the job.
- Example: **WHAT:** Meet with retailers **WHERE/WHEN:** monthly in the field at the retailer's place of business **WHY:** to determine Lottery Scratcher needs **WHAT GOAL:** and ensure supply/demand needs are met.

**NOTE: Spell out acronyms.** Typically, acronyms are created by a department for division/unit names or other works that are used frequently within the department. These acronyms are not well known throughout all departments within the State of CA or the public. Job applicants and/or new employees will not be familiar with these acronyms or understand their meaning, therefore, acronyms should be spelled out in duty statements (and Job bulletins).

- Marginal Functions – These are additional duties that are incidental or a minimum part of the job. These duties can be redistributed among other staff. Additionally, if you list 'Other duties as assigned', you must indicate what the other duties might entail (e.g., other duties assigned such as assisting other staff as needed, or assist with special projects as assigned, etc.) This percentage must be included in all percentages which in total cannot exceed 100%. **NOTE:** Marginal Functions should be no more than 5%.

**Scope and Impact:** Describe the following:

- a. Consequences of Error: (Describe consequences to the department, division, etc., if the person did not perform the duties of the position.)
- b. Administrative Responsibility: (Describe incumbent's role, such as activities related to personnel, training, business operations, etc.)
- c. Supervision Exercised and Received: (Describe position that supervises the incumbent and classifications the incumbent supervises, or if not a supervisory classification, add 'This position does not supervise others.')
- d. Internal Personal Contacts: (List frequent internal contacts to perform their duties such as, executive staff, Lottery managers and supervisors, other Lottery division staff, etc.)

**Physical and Environmental Demands:** (Describe the physical environment of the main work location .....

**Working Conditions and Requirements:** Describe the following:

- a. Schedule:



## Job Description

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- b. Travel:
- c. Other:

**Effective Date:** Enter the effective date of the duty statement (employee appointment date).