



Duty Statement

Classification: **Information Technology Specialist II**

Position Number: **275-809-1414-036**

HCM#: **2549**

Branch/Section: **Information Technology Services Branch / Technology Infrastructure Services Division / Data Center / Windows Servers**

Location: **Sacramento, CA**

Working Title: **Senior Systems Administrator**

Effective Date: **October 9, 2025**

Collective Bargaining Identifier (CBID): **R01**

Supervision Exercised: ☐ Yes ☒ No

Telework: ☒ Office-Centered ☐ Remote-Centered ☐ Not Eligible

The Information Technology Service Branch (ITSB) is a key member of the CalPERS executive management team and provides most, if not all, of the technology services that support the CalPERS lines of business. The organization includes a data center, programming maintenance and development team members, business development including business relations, business process improvement, and project and portfolio management. ITSB is committed to providing the technical leadership, increased business alignment, talent, transparency, and accountability in support of all CalPERS strategic business objectives.

Under the general direction of the Information Technology Manager I over the Windows Servers Unit, the Information Technology Specialist II, acts as a technical specialist responsible for: researching, planning, designing, building, testing, implementing, project management and maintaining server systems and software. The Information Technology Specialist II position works in the System Engineering domain. The specialist is responsible for maintaining an advanced knowledge of server system hardware/software and must be able to perform assignments independently and act as a leader on projects. The team is comprised of technical team members responsible for providing a highly available, secure, and robust Windows server infrastructure for CalPERS applications/databases, the Exchange email system, Microsoft 365, Azure, Entra ID, and AWS. In addition, the team provides expert opinions to support customer and Data Center initiatives.

Essential Functions

Regular and consistent attendance in the office at least three days a week for teamwork, in-person collaboration, personal interactions with members, stakeholders, and other team members, cross-functional communications within CalPERS. In-person collaboration is essential to promote and foster innovation, creativity, and complete engagement by the team. Coordinating work in person allows the teams to stay functional and aligned with the work of others. Being present in the office is essential to allow for immediate accessibility for discussions, questions, mentoring, or strategy sessions between team members.

- 40% Onsite¹ and virtually, works as a systems engineer/administrator, Exchange/M365 engineer, security engineer, technical advisor, leader and represent for the Windows Servers Team to external customers outside of the team, performing the following activities: Participates in developing solutions for infrastructure systems. Provides direct mentoring/training to junior level team members and to others through daily work assignments and on project initiatives. Provides the Windows Servers Team leader with regularly scheduled reports. Participates in planning and budget activities for Infrastructure services. Provides technical presentations on various components of the infrastructure services and security configurations. Provides technical advice and support to CalPERS internal business partners, assists in solving complex system problems and in achieving the best use of available hardware and software resources. Works independently on complex system problems providing regular status reporting. Researches and develops new infrastructure services. Acts as a Subject Matter Expert (SME) to implement, configure, and manage the tools and devices used to monitor and maintain the integrity of CalPERS Windows servers. These tools include, but are not limited to, Microsoft System Center Configuration Manager (SCCM), Advanced Threat Protection, Azure Health, and Splunk. Monitors the overall health of servers utilizing said tools to identify issues related to server resources, response times, network connectivity, and storage systems. Participates in the design and regular testing of the business resumption and disaster recovery plans.
- 35% Onsite and virtually, maintains and supports changing technology in a dynamic environment by requesting additional resources both within and outside the unit when as needed. Performs a variety of project activities to implement enterprise business objectives. Acts as the project manager by providing guidance and direction to team members in accordance with project plans for enterprise level projects requiring the services described above. Plans and manages critical projects, including tactical operational initiatives; monitors progress, prepares reports for leadership team, and leads resources for all project commitments. Leads/develops project and detailed work plans independently and/or as part of a team. Identifies, recommends, resolves, and reports verbally and in writing: project status, risks, progress, and deviations. Leads individual project activities. Assures the timely and accurate completion of tasks by following defined service level agreements and working proactively with other Data Center teams to meet customer and/or workload goals. Monitors adherence to established practices, procedures, and standards set by CalPERS to ensure compliance. Reviews work by junior level team members and peers for completeness, accuracy, and fulfillment of requirements. Participates in annual Disaster Recovery (DR) exercises and ensures team's DR documentation is always current.
- 25% Onsite and virtually, performs troubleshooting and problem resolution. Provides second and third level SME support for incidents escalated from first level. Works with senior application engineers and vendors on third level troubleshooting efforts by identifying problem areas and taking corrective action where necessary. Follows incidents through to resolution including submission of incident reports to management. Assists management in developing requirements for tactical operational plans to keep systems operating efficiently. Assesses systems upgrade requirements by analyzing current capacity/loads and making recommendations for new builds. Monitors request and incident queues and servers as team lead to distribute work evenly across the team.

Working Conditions

- ¹ This position is designated as office-centered and works primarily onsite at the Sacramento, CA - Headquarters at least three weekdays.
- Workstation is located in a standard multi-level office building accessible by stairs and elevator, with artificial light, height-adjustable desk, and adjustable office chair.
- Prolonged reading and typing on a laptop or keyboard and monitor.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance.
- Ability to demonstrate punctuality, initiative, and dependability.
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance).
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name (Print):

Employee Signature:_____ **Date:**

I certify that the above accurately represent the duties of the position.

Supervisor Signature:_____ **Date:**