

STATE OF CALIFORNIA
CALIFORNIA VICTIM COMPENSATION BOARD
Rev. 04/22



DUTY STATEMENT

EMPLOYEE Vacant		RPA # / JOB CONTROL # 25-066 / JC-498931	
POSITION NUMBER 040-410-1402-016	CLASSIFICATION Information Technology Specialist I	WORKING TITLE Infrastructure Engineer	
DIVISION Information Technology	SECTION/UNIT Enterprise Services	CBID R01	WWG E
WORK DAYS Monday - Friday	WORK HOURS 8AM – 5PM	TENURE Permanent	TIME BASE Full-time

CONFLICT OF INTEREST CLASSIFICATION

This position is designated under the Conflict of Interest Code and is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

Conflict of Interest Classification? ☒ Yes ☐ No

DEPARTMENT OVERVIEW

The California Victim Compensation Board (CalVCB) is a state program dedicated to provide financial assistance to victims of crime and help them restore their lives. At CalVCB, we work to reduce the impact of crime on victims' lives. We reimburse crime-related expenses, connect victims with services and support, and do all we can to inform and empower victims.

Our Mission: CalVCB is a trusted partner in providing restorative financial assistance to victims of crime.

Our Vision: CalVCB helps victims of crime restore their lives.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the duties of this position and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Office of Civil Rights).

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
--------------------------------	-----------------------------	-------------

SUPERVISOR ACKNOWLEDGEMENT

I certify this duty statement represents current and an accurate description of the essential job functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
----------------------------------	-------------------------------	-------------

DUTY STATEMENT

(REV. 04/22)

GENERAL STATEMENT

Under the direction of the Enterprise Services Manager (ITM I), the Information Technology Specialist I is responsible for supporting the IT infrastructure supporting CalVCB operations. This position will primarily function within the Systems Engineering domain.

**PERCENTAGE
OF TIME
SPENT****DUTIES****%****ESSENTIAL JOB FUNCTIONS**

30%

Infrastructure Activities:

- Implement and oversee information technology systems based upon emerging technologies including cloud computing, security, and systems automation.
- Responsible for working independently and as part of a team to operate, maintain, upgrade, and decommission infrastructure systems.
- Monitor log files and analyze systems performance.
- Troubleshoot, track, and conduct root cause analysis of system, database, and operational issues.
- Create, document, and maintain configurations.
- Change configuration settings in response to new technology or security initiatives.
- Analyze, design, and approve security access controls.
- Support telecommunications computing environments.
- Act as a leader and/or contributing team member on diverse projects. Serve as a lead technical resource for projects, review and provide solutions for technical issues, and actively meet projected timelines and critical deadlines.

30%

Maintenance Activities:

- Apply security, operating system, and software patches and updates.
- Create and maintain documentation of business processes.
- Infrastructure disaster recovery testing and maintenance of the supporting documentation.
- Follow change management processes; ensure proper testing for system or application upgrades, patches, routine maintenance, and emergency changes.

30%

Analysis Activities:

- Lead the identification of infrastructure standards and recommend procurements of computing equipment by researching and reporting on emerging technologies and trends on an ongoing and as-needed basis.
- Initiates changes to infrastructure processes by researching, tracking and advising management of industry standards and best practices.
- Acts as a project lead for complex analytical studies involving cross-functional teams.
- Participate as an infrastructure representative on a variety of projects and teams.
- Prepare IT related documentation in a variety of different formats, such as flowcharts, diagrams, and narrative descriptions.

DUTY STATEMENT

(REV. 04/22)

5%	- Research problems to provide effective solutions, make recommendations for process improvements. Cross functional Activities: - Act as a project lead for complex analytical studies involving cross-functional teams. - Invest in personal development through ongoing continuous research and education to maintain position related knowledge in the information technology field with emphasis on cross-training and knowledge transfer within CalVCB IT. - Facilitate cross work and cross training as required.
%	<u>MARGINAL JOB FUNCTIONS</u>
5%	Other job related duties as required.

DESIRABLE QUALIFICATIONS**Experience with the following:**

- Microsoft O365 Suite, SharePoint and Azure cloud-based administration
- Active Directory, and Group Policy
- Server Administration (e.g. Firmware, Upgrades, Security)
- Enterprise backup, disaster and recovery solutions
- VMware Hypervisor and vCenter administration
- SAN and NAS network storage products
- Project management concepts, terms, and methodologies.
- Industry best practices and standards for developing and maintaining applications for networked PC's, internet/intranet, cloud-based systems, web services, and database servers.

PERSONAL CHARACTERISTICS AND EXPECTATIONS

- Demonstrated ability to act independently or in a team with open-mindedness, flexibility, and tact.
- Ability to effectively handle multiple deadlines in a fast-paced work environment.
- Ability to problem-solve and use critical and creative thinking to effectively perform work.
- Display good interaction skills and the ability to deal professionally, congenially and in a personable manner with the public, other governmental entities, and staff at all levels.
- Communicate successfully in a diverse community as well as with individuals from varied backgrounds.
- Understand, follow and enforce all safety rules and procedures.
- Be supportive of management and coworkers.
- Maintain the confidence and cooperation of others.
- Ensure deadlines are met. Manage multiple & changing priorities.
- Maintain acceptable, consistent, and regular attendance.
- Develop and maintain knowledge and skill related to the job.
- Complete assignments in a timely and efficient manner.

DUTY STATEMENT

(REV. 04/22)

PHYSICAL ABILITIES

- Typical work requires prolonged sitting using a computer and telephone.
- Common eye, hand, and finger dexterity is required for most essential functions.
- Grasping and making repetitive hand movements in the performance of daily duties.
- Some carrying/moving of objects up to thirty pounds.