

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 12/9/2025	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Associate		E. POSITION WORKING TITLE System Administrator
F. CURRENT POSITION NUMBER 695-364-1401-006		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTech / Platform / zSystems Infrastructure Services / zInfrastructure & O/S Support / Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Jarrod Lockwood, Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY/ 8:30 AM – 5:00 PM/ DAY		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No DRIVING AN AUTOMOBILE <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) Business Technology Management IT Project Management Client Services Information Security Engineering Software Engineering <input checked="" type="checkbox"/> System Engineering
	Organizational Setting and Major Functions Under general supervision of the Information Technology Manager I (IT Mgr I), within the zInfrastructure and O/S Support unit, the Information Technology Associate (IT Assoc) typically performs a variety of recurring, well-defined tasks for z/OS and z/VM requiring occasional innovative problem-solving within guidelines and a scope that may encompass one or more units. The IT Assoc may act as an entry-level software support specialist working with a team of highly trained professionals in support of a mainframe and client/server computing environment. Works independently or as a team member. Provides a variety of software support services for customer departments. Installs, maintains, tests, monitors and tunes software products in the mainframe and client/server environments. Develops and maintains customized online and/or batch interfaces and exits to the software. Monitors and validates the correctness of products' functions and scheduled batch jobs. Provides consultation and support as needed to support the customer department staff in the use of the products that the unit supports. Quickly, efficiently and effectively troubleshoots and resolves problems encountered with using of the products supported by the unit and proactively identify possible future problems and solutions.
	Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)

<p>% of time performing duties</p> <p>40%</p>	<p>Act as an entry-level technical consultant on system software issues for supported software products; develops written procedures and documentation for performing system maintenance to ensure proper and timely maintenance; creates detailed instructions and documentation on the use of proprietary and third-party software products(s) using the appropriate tools for the audience. Independently or as a team member, conducts analysis of issues involving work projects. As requested by the customer, monitors and tunes proprietary and third-party software using operating system and vendor-supplied tools and utilities to ensure maximum system performance and availability. Learns and interprets new technology to solve customer business problems or answers questions involving issues of medium complexity at the system software level. Attend team meetings on a regular basis and participates in other team-related activities.</p>
<p>30%</p>	<p>Acts as an entry-level technical consultant to plan, manage, coordinate, install, and maintain simple proprietary mainframe and client/server software products as requested by California Department of Technology (CDT) customers, utilizing instructions, documentation, programs and utilities from the vendor, customer schedules, vendor requirements, and organizational policies as guidelines. Proactively identifies and resolves the less complex technological issues. Conducts regular and frequent communications with internal and external customers to exchange information, discusses task/project progress and identifies future tasks/projects and opportunities and reaches decisions relative to customer requests, customer needs and service offerings.</p>
<p>25%</p>	<p>Acts as an entry-level technical consultant to identify and diagnose malfunctions of software that may include recovery/restoration of the data, system software and/or hardware to ensure the software performs to the system specifications. This may include visiting the computer room floor, using dump analysis, traps, traces and vendor input to determine the appropriate corrective action. Performs regular backup of critical systems and upon loss of functionality or at customer request, recover and/or restore the data or the system software to return to normal operation. Review hardware and system software specifications including operating system, TP monitor, and storage requirements, to verify customer's environment can be successfully supported at CDT.</p>
<p>5%</p>	<p>Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)</p> <ul style="list-style-type: none"> • Review supported software for resource optimization. • Develop automated processes to improve efficiency in checking and controlling production environments. • Review data for obsolescence and purging. • Perform Change Management activities for product upgrades, modifications, or resolutions. <p>Work Environment Requirements</p> <ul style="list-style-type: none"> • Position may require the ability to be contacted for service outages or other emergencies. • Must maintain consistent and predictable attendance. • Periodic overtime may be required. • Some travel may be required for meetings, training and conferences. • Visiting the computer room floor(s) may be required at times. • Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). <p>Allocation Factors (Complete each of the following factors.)</p>

Supervision Received:

The Information Technology Associate works under the general supervision of the zInfrastructure & O/S Support Information Technology Manager I.

Actions and Consequences:

Decisions made, direction given, and responsibilities assigned to the IT Assoc directly impact both the CDT's ability to provide quality, reliable computing services, and the clients' ability to perform their mission critical programs. Failure to make quality decisions can result in system degradation and outages that affect a broad range of State services to the public.

Personal Contacts:

The IT Assoc works regularly with client personnel, representatives from the vendor community and technical management personnel. Through this interaction, performance and capacity planning tasks are conducted, system problems are defined and resolved, and hardware and software requirements for the future are developed.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)

None

Supervision Exercised:

This level does not supervise.

Other Information

This position requires a knowledge of operating systems and related software as well as database software as implemented on the various hardware platforms. The IT Assoc must be familiar with the Desktop environment for desktop to effectively manage their work. The IT Assoc is a member of a highly skilled technical team of software specialists working to support various implementations of the database system and related software at the journey to advanced specialist level on multiple operating system platforms.

Desirable Qualifications: (List in order of importance.)

- Knowledge of operating systems and related software as well as database software as implemented on the various hardware platforms.
- Familiarity with the Windows environment for desktop.
- Knowledge of and experience with zSystem components, workloads, and utilities (e.g. z/OS, z/VM, JES2/JES3, TSO, ISPF, JCL, CLIST's, Dialog manager, REXX, SMF, RACF).
- Knowledge of zSystems concepts, workload types and workflow, including major categories of interactive/batch jobs.
- Software Installations on zSystems platform.
- Ability to work with a variety of technical and management staff as well as vendors and customers.
- Experience working in a team environment.
- Good verbal and written communication skills.
- Understanding of the importance of good customer service and the necessity of effective communication to meet customer's business needs.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
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