DIR State of California Department of Industrial Relations EST. 1927	**DUTY STATEMENT**	

☐ **CURRENT**
☒ **PROPOSED**

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Information Technology Specialist II	IT Server Admin

PROGRAM NAME	UNIT NAME
Office of Information Services	Operation Unit

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
1750 Howe Ave. #130, Sacramento, Ca 95825	400 – 175-1414-xxx

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
R01	E	No	Yes	No

General Statement

Under the direction of the Information Technology Supervisor II (ITS II) at the Department of Industrial Relations (DIR) in the Office of Information Services (OIS), the Information Technology Specialist II (ITS II) performs a wide variety of tasks that require innovative problem-solving when guidance isn't readily available. This individual provides high-level support to the department's IT infrastructure, which includes on-premises servers, network management, and application administration. The role focuses on optimizing architectural solutions organization-wide, advising management, and shaping IT strategy and policies. Responsibilities include developing and maintaining IT system schedules, analyzing them for efficiency, and authorizing operational changes as needed. The IT Specialist II oversees IT staff performance, documents the IT environment, manages data backups and recovery, and ensures server storage meets departmental needs. The role involves collaboration with technical groups, management, and vendors, as well as designing, implementing, and maintaining complex server and web-based solutions.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties Essential Job Functions
35%	Active Directory Administration: Oversee and manage all aspects of Active Directory, including Group Policy, DNS, and Schema, ensuring optimal performance, security, and availability. Develop and implement policies and procedures for maintaining Active Directory infrastructure. Microsoft360 Administration: Manage entire landscape of MS360 including Outlook management for entire department. EAMS Development AD Administration: Administer and manage EAMS development Active Directory environment, ensuring proper configuration, security, and integration with other systems. Provide technical support and troubleshooting for EAMS development AD-related issues. On-Prem VCenter Administration: Manage and maintain VMWare VCenter infrastructure to ensure optimal performance and availability. Minimize downtime, patching on time to safeguard virtual environments and comply with best practices.

	SCCM Application Deployments and Patching: Manage and execute System Center Configuration Manager (SCCM) application deployments, ensuring smooth and timely software distribution. Oversee the patching process to maintain system security and compliance. Process Improvement: Identify and lead process improvement initiatives across Server Admin areas of responsibility, driving efficiency, reliability, and scalability of IT operations. Develop and implement best practices for system administration and support. Workload Management: Effectively manage and prioritize workload, ensuring timely completion of tasks and optimal resource allocation. Coordinate with team members and other departments to ensure seamless operation and support. Reporting and Documentation: Create comprehensive reports on system performance, issues, and resolutions, as well as process improvements, to support strategic decision-making. Maintain detailed documentation of system configurations, procedures, and best practices to facilitate knowledge sharing and continuous improvement.
25%	Imaging Desktop/Laptops & Microsoft Deployment Toolkits: Oversee the imaging process for desktops and laptops, ensuring efficient deployment and configuration using Microsoft Deployment Toolkits (MDT) and related technologies. Develop and maintain standard operating procedures for imaging and deployment processes. Server OS Maintenance and Upgrades: Manage and perform regular maintenance and upgrades for server operating systems, ensuring optimal performance, security, and reliability. Monitor server health and proactively address potential issues to prevent downtime. Endpoint Detection and Response (EDR) and Malwarebytes Administration and Patching: Administer and manage security software, ensuring protection against malware and other threats. Implement and manage regular patching procedures to keep systems updated and secure. Private Certificate Authority: Administer and maintain the private certificate authority, ensuring the secure issuance and management of digital certificates. Implement policies and procedures for certificate lifecycle management. Manage Identity and Access Management system like CyberArk: Administer and manage CyberArk for privileged access security, ensuring the protection of critical credentials and systems. Monitor and maintain CyberArk infrastructure to ensure optimal performance and security.
20%	Ensure seamless integration and proper functioning of installation of agents for ServiceNow, and other enterprise applications

Percentage of Time Spent	
	Support to Networking Team: Collaborate with the networking team to provide support for network-related issues and projects including Setup, configuration, implementation, installation, maintenance of switches and firewalls. Palo Alto Firewall Administration task, updating and testing different Forward rules for access and connectivity, Cisco ISE, Cisco Enterprise Wireless. Ensure seamless communication and coordination between systems and network operations.
15%	**Leadership in Incident Resolution:** Lead the troubleshooting, diagnosis, and resolution of the most complex technical issues escalated from Level 1 and Level 2 support, ensuring rapid and effective problem resolution. **Strategic Problem Management:** Oversee root cause analysis for recurring issues, and develop strategic solutions to prevent future occurrences, contributing to the long-term stability and reliability of IT systems. **High-Level Service Requests Fulfillment:** Manage and execute high-level service requests, including system upgrades, advanced configurations, and critical software installations, in accordance with company policies and best practices. **Advanced Technical Documentation:** Author and maintain comprehensive technical documentation, covering intricate system configurations, advanced troubleshooting procedures, and strategic standard operating procedures, to support continuous improvement and knowledge sharing. **Mentorship and User Support:** Provide expert-level support and mentorship to end-users and junior support staff, facilitating their growth and ensuring they are well-prepared to handle complex technical challenges. **Cross-Functional Collaboration:** Foster strong relationships with other IT teams, stakeholders, and external vendors to ensure seamless communication and coordination, driving a collaborative environment for effective and innovative problem-solving. **Liaison to ISO:** Act as the Server Admin lead for security reporting and mitigation of server and OS vulnerabilities **Project Management:** Lead staff on Server Admin projects

Percentage of Time Spent	Marginal Job Functions
5%	Performs other duties and projects as assigned

Conduct, Attendance, and Performance Expectations

This position requires the IT Specialist II to maintain acceptable, consistent and regular attendance at such level as is determined at the department's sole discretion; Must be regularly available and willing to work the hours the department determines necessary or desirable to meet its business needs.

The IT Specialist II effectively communicates appropriately when dealing with the public and/or other employees of the department; develop and maintain knowledge and skills related to specific tasks,

methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Supervision Received

The IT Specialist II reports directly to and receives the majority of assignments from the IT Supervisor II; however, direction and assignments may also come from the IT Manager I, Assistant Chief Information Officer and Chief Information Officer (CIO).

Supervision Exercised

N/A

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The office is located in a high rise building with elevators. The incumbent will work in a temperature-controlled office environment with an assigned cubicle. Access to the department suite will require a special badge. DIR is currently in a hybrid telework schedule and Incumbent will be required to work on site two days a week.

Special Requirements/Other Information

N/A

Physical Abilities

The incumbent is regularly required to be in a stationary position and communicate; frequently required to operate a computer, handle, move, retrieve, or transport up to 20 pounds of computer equipment.

Additional Requirements/Expectations

DIR does not participate in E-Verify.

Personal Contacts

Outside vendors such as CGEN provider, VoIP provider, network equipment/software provider, security equipment/software provider.

Division management, OIS programmers, developers, project management and ISO.
State's Data Center TMS contacts.

Employee Acknowledgment

I have read and understand the duties listed above and 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 these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for

a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name	Employee Signature	Employee Sign Date

Supervisor Acknowledgment

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

Supervisor Name	Supervisor Signature	Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

J.W.	3/13/2025
C&S Analyst Initials	Approval Date