Department of Health Care Access and Information
Duty Statement

Employee Name	Organization
Vacant	Office of Information Services Infrastructure and Operations Branch Infrastructure and Operations Section Enterprise Infrastructure Group

Position Number	Location	Telework Option
441-175-1402-XXX	Sacramento	Hybrid

Classification	Working Title
Information Technology Specialist I	Systems Administrator

General Description

Under direction, incumbents may perform a wide variety of tasks requiring regular, innovative problem solving within broadly stated and non-specific guidelines. The scope typically includes multiple program areas and involves planning, developing and implementing technological solutions that are essential to the missions of the overall organization or affect large numbers of people on a long-term or continuous basis in the Client Services and System Engineering domains.

The incumbent leads and participates in Tier 2 and Tier 3 network, server, enterprise application, and infrastructure support services as part of the Enterprise Infrastructure Group. The incumbent leads and participates in server installations, upgrades, backups, and patching. The incumbent will lead and participate in managing HCAI network equipment and internet connections. Incumbent troubleshoots technical issues with software and hardware in support of Tier 2 and Tier 3 duties. Incumbent leads and participates in documenting activities performed and writes knowledge base articles. The incumbent is responsible for the maintenance and operations of automation and monitoring tools.

Supervision Received	Under direction, incumbent reports to the Information Technology Supervisor II, Enterprise Infrastructure Group.
Physical Demands	Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
Typical Working Conditions	Requires use of computing devices and phones, frequent face-to-face contact with management, staff, consultants and the public, verbal, written and digital (e-mail) communication, extensive review, analysis and preparation of electronic and written documents, assessment of practical demonstrations, mobility to various areas of the Department, occasional travel and overnight stays to training/conferences or the Los Angeles field office may also be required, and work hours may deviate from core business hours based on the service requirements of the Department.

Job Duties

E = Essential, M = Marginal

30%   E   **Server and Application Operations**

- Provide technical leadership and hands-on support for the operation, maintenance, and delivery of critical on-premises and cloud-based server and application services.
- Plan, implement, and manage hybrid infrastructure architectures, including cloud Infrastructure as a Service (IaaS) environments, ensuring scalability, reliability, performance, and security.
- Administer, monitor, and optimize system and application servers across on-prem and cloud platforms, including configuration management, patching, upgrades, and automation.
- Design, implement, and maintain Infrastructure as Code (IaC) solutions to standardize, automate, and version-control environment deployments.
- Utilize IT Service Management (ITSM) processes, including change and configuration management, ensuring accurate documentation, controlled deployments, and compliance with IT governance and service delivery standards.
- Diagnose and resolve complex issues affecting server operating systems, application, or cloud service performance; develop sustainable technical and procedural solutions to improve system resilience.
- Collaborate with cross-functional IT teams to design and deploy new or upgraded server, application, and network services, integrating on-premises and cloud resources.
- Manage system backup, recovery, and disaster recovery processes to protect critical data and ensure business continuity.
- Assess system and client support requirements, ensuring users have the necessary tools, access, and training to effectively leverage enterprise IT services.
- Develop and execute strategic and tactical plans to enhance hybrid infrastructure operations, expand cloud adoption, and improve service delivery through automation and continuous improvement.

30%   E   **Network Support Operations**

- Provide advanced technical support for network infrastructure and operations, ensuring reliable delivery of mission-critical services across LAN, WAN, WLAN, and VPN environments.
- Analyze network performance and implement configuration and infrastructure optimizations to improve latency, throughput, and service responsiveness using monitoring and diagnostic tools.
- Troubleshoot and resolve complex network incidents involving routing, switching, DNS, DHCP, VLANs, firewalls, and access control lists, ensuring minimal service disruption.
- Configure, install, and maintain physical and virtual network infrastructure, including routers, switches, and firewalls.
- Monitor and maintain secure network connectivity to on-premises and cloud environments, ensuring high availability, redundancy, and compliance with security policies.
- Perform packet-level analysis and protocol tracing to isolate performance bottlenecks and identify root causes of connectivity or application issues.
- Lead or support network infrastructure projects, including system upgrades, migrations, and new service deployments, ensuring alignment with technical standards and business requirements.
- Participate in network architecture and design sessions to define infrastructure standards, assess emerging technologies, and plan for modernization or lifecycle refresh.
- Develop and maintain detailed network documentation, including topology diagrams, configuration baselines, and change management records.

- Track and manage network incidents, problems, and change requests using ITSM tools ensuring timely resolution and accurate reporting.
- Collaborate with vendors, service providers, and internal technical teams to troubleshoot escalations, implement new solutions, and optimize network performance.
- Collaborate with Security Operations to implement and manage network security measures such as segmentation, ACLs, VPN policies, and firewall rule optimization to protect enterprise assets and data.

25% E Security and Recovery Support Operations

- Develop, maintain, and test enterprise disaster recovery and business continuity plans to ensure rapid restoration of critical systems and services.
- Collaborate with HCAI security teams to monitor infrastructure security including firewalls, server configurations, and access controls—to maintain a secure and highly available network environment.
- Coordinate and implement security patches, hardware and software upgrades, and system hardening in collaboration with internal teams and external partners.
- Partner with the Information Security Office and Security Operations to align infrastructure security measures with agency policies, standards, and compliance requirements.
- Lead documentation of system architectures, security configurations, and operational procedures to support ongoing maintenance and audits.
- Collaborate with vendors, Department of Technology, and other technical experts to ensure secure, authenticated connectivity between enterprise resources.

10% E Technology Evaluation and Consulting

- Research and evaluate emerging network, server, and cloud technologies to assess their business value, operational impact, and alignment with organizational goals.
- Analyze and recommend Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) solutions to leadership to support modernization and efficiency initiatives.
- Serve as a technical representative on interdepartmental advisory committees, and technology forums, providing expert input on infrastructure strategy and innovation.
- Develop and advise on policies, standards, and procedures governing systems architecture, maintenance, and performance monitoring.
- Provide expert consultation to leadership, project teams, and technical staff on system design, network optimization, and technology integration strategies.
- Collaborate with vendors and internal stakeholders to evaluate and procure hardware, software, and service solutions that meet business and service-level requirements.

5% M Perform other related duties as required.

Other Expectations

- Demonstrate a commitment to performing duties in a service-oriented manner.
- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to HCAI's mission, vision, and goals.
- Demonstrate a commitment to HCAI's Core Values.

- Maintain good work habits and adhere to all HCAI policies and procedures.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position

I have discussed the duties and expectations of this position with the employee.

_____
Employee Signature/Date

_____
Supervisor Signature/Date