State of California - Department of Social Services
DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:	POSITION NUMBER:
INFORMATION TECHNOLOGY SPECIALIST I	800-762-1402-009

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*	BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*
ISD / OPERATIONS AND MANAGEMENT BRANCH	SERVER SECTION - STATE

SUPERVISOR'S NAME:	SUPERVISOR'S CLASS:
Stevan Fernandes	INFORMATION TECHNOLOGY SUPERVISOR II

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

☑ Designated under Conflict of Interest Code.

☐ Duties require participation in the DMV Pull Notice Program.

☑ Requires repetitive movement of heavy objects.

☑ Performs other duties requiring high physical demand. *(Explain below)*

☐ None

☑ Other *(Explain below)*

　The incumbent must be able to lift and carry IT equipment which can weigh up to 35 lbs. Due to installation/relocation activities, may require extensive time standing and walking, and occasional travel statewide. Fingerprint clearance is required.

I certify that this duty statement represents an accurate description of the essential functions of this position.		I have read this duty statement and agree that it represents the duties I am assigned.	
SUPERVISOR'S SIGNATURE	DATE	EMPLOYEE'S SIGNATURE	DATE

SUPERVISION EXERCISED *(Check one)*:

☑ None　　　　☐ Supervisor　　　　☐ Lead Person　　　　☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

　N/A

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

　N/A

MISSION OF ORGANIZATIONAL UNIT:

　ISD's mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units.
ISD accomplishes this by:
•effectively managing information systems and equipment;
•planning, communicating and implementing responsible information technology policies and solutions; and,
•sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

Under the general direction of the Section Information Technology Supervisor II, the Information Technology Specialist I is responsible for managing and securing the IT Infrastructure and Databases for CDSS. As Part of the server team, you will help to integrate existing and new IT technology to solve business changing needs. Server team helps to define and enforce security policy, plan and procure resource, protect CDSS data and investments, and provide a secure way to access resource from internal as well as external. Works with consultant and development teams to assist in setup the hosting environment and securing access to the application.

A. RESPONSIBILITIES OF POSITION:

20% Oversee the department's Server, Storage and Backup Infrastructure. Install physical or configure Cloud and virtual servers. Install, configure and maintain associated operating system and application software (Windows 2008 to 2022 and Linux Servers). Install, configure, and upgrade VMware infrastructure and storage area network infrastructure. Including ESXI hosts and VMware vCenter. Maintain and Manage MECM/SCCM and WSUS Environment. Participate in internal and external security audits and assessments. Collaborate with auditors to address findings and implement corrective actions. Develop MECM packages to push new/updated software and configurations. Administer user access controls and permissions, ensuring the principle of least privilege is followed. Implement and manage identity and access management solutions. Scripting experience using PowerShell and Python.

20% Perform database modeling and design, routine maintenance, recovery and fail-over of a database. Perform database configuration in distributed computing architectures, e.g. multitier architecture (N-Tier), client–server model. Allocate system storage and plan for future storage requirements. Install and upgrade database servers and application tools. Modify database structures based on application developer's request. Maintain system security and enroll users to the system. Ensure compliance with database vendor license's agreement. Control and monitor user's access to the database. Monitor and optimize the database's performance. Maintain archived data. Backup and restore databases. Generate reports and perform extraction, transformation and load (ETL) from databases as needed. Resolve customer incidents and requests. Develop and update controls to ensure availability of databases.

20% Perform the most complex technological initiatives and functions in the database space. Provide solutions to complex, and large database installations. Responsible for planning, designing, developing, installing, configuring, operating, and maintaining all new and ongoing database tables and systems; including, but not limited to, new database initiatives such as Structured Query Language (SQL), non-relational SQL (NoSQL), MySQL, PostgreSQL, and implementation of new data repositories and tools for monitoring and creating efficiencies. Provide capacity planning, installation, configuration, design of database, migration, performance monitoring, security, troubleshooting, as well as backup and data recovery.

10% Develop scripts for database administration tasks using structured application programming and technologies including, but not limited to: PowerShell, Python, JavaScript, Hypertext Markup Language (HTML), Cascading Style Sheets (CSS), NoSQL, jQuery, Asynchronous JavaScript (AJAX), C#, ASP.NET, Model-View-Controller (MVC) and Microsoft SQL (MS SQL) Server using Agile methodology.

10% Communicate effectively in writing with customers, technical staff, management and vendors. Collaborate with other leads in ISD and vendors to capture System Requirements, define Functional Processes, and architect the System Infrastructure that meets the customer's needs. Consult with internal/external entities regarding services provided by systems software teams and answer questions/inquiries in technical areas such as connectivity with departmental systems, data exchange, security, etc.

10% Provide operational support for vendors and users in troubleshooting support software problems, testing and monitoring the effects of new equipment or operation system installs. But, moreover, make sure that all aspects of the IT infrastructure run well together. Serve as liaison with vendors to report, troubleshoot, and resolve software/hardware problems. Provide technical assistance in a multi-vendor environment to resolve data processing technical issues and network/systems software problems.

5% Responsible for Active Directory infrastructure (WINS, DNS, DHCP, Domain Controller, Active Directory, etc...). Work with ISO in enforcing the Domain level policies; manage OU, Site Structure, and Domain trust with external partners; Monitor to ensure AD databases and Policies get replicated; Define Scopes and Reservation in DHCP and ensure availability of dynamic IPs; and maintain logical services and short cuts via Distributed File System (DFS).

5% Perform other duties assigned by the management team, which may include other miscellaneous activities within the scope of the classification. Aid with other special projects for the Branch Chief and Executive Management.

B. <u>SUPERVISION RECEIVED</u>:

The IT Spec I receives direction from the IT Supervisor II, who will ensure staff is sufficiently aware of the Bureau, Branch, Division, and Departmental goals and policies to support them through project activities and management actions.

C. <u>ADMINISTRATIVE RESPONSIBILITY</u>:

Reinforces with subordinate staff the Bureau, Branch, Division and Departmental goals and established policies and procedures to support them through work assignments. Creates, reviews and recommends effective policies and procedures for IT and telecom support, procurement, deployment and usage. The IT Specialist I works closely with the Program management staff and provides technical assistance on Division-specific applications, and helps to maintain the Division Operational Recovery Plan, Business Continuity and Contingency Plan, and the Agency Information Management Strategy (AIMS) report. The IT Specialist I reviews and recommends approval for all hardware and software purchase requests; oversees inventory maintenance; the periodic refresh of hardware and software; ensures the divisions are in compliance with all IT policies and reporting on work activities through the Call Tracking System.

D. <u>PERSONAL CONTACTS</u>:

The IT Specialist I has daily contact with other technical staff and management. The IT Specialist I also works with program areas, customers, other government agencies (State, County and Federal) and vendors.

E. <u>ACTIONS AND CONSEQUENCES</u>:

The Department's information technology infrastructure is dependent upon the actions taken by this position. This is the Department's advanced specialist and the position is involved, on a consultative basis, in all projects and system deployments. The research and recommendations from the incumbent will affect technical decisions and directions for years to come. Poor judgment by this individual could have far-reaching negative consequences for the Department's programs.

F. <u>OTHER INFORMATION</u>:

Job requires operating a computer terminal approximately 80% of the time. This position requires a background investigation, including a criminal conviction history screening, before hire (IRS Publication 1075). Applicants are required to submit fingerprints via the Live Scan process to the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). Background investigation clearance is a condition of employment for this position. The incumbent must possess strong customer service skills and be able to work in a team environment, as well as independently.
The incumbent must also possess comprehensive knowledge of how IT and telecom equipment works, operating systems and application software. The successful candidate will also possess strong analytical skills, and excellent interpersonal and communication skills. The job requires some travel to other regional offices within California.