STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
DUTY STATEMENT
TECH 052 (REV. 02/2018)

PROPOSED

RPA NUMBER (HR USE ONLY)

25-146

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	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME
12/18/2025		Vacant

D. CIVIL SERVICE CLASSIFICATION	E. POSITION WORKING TITLE
Information Technology Specialist II	System Administrator

F. CURRENT POSITION NUMBER	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
695-364-1414-010	695-364-1414-xxx

H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION	I. SUPERVISOR NAME AND CLASSIFICATION
Platform Services/ zSystems Infrastructure Services Services/ Network Applications Support/ Rancho Cordova	Michael Benedetti, Information Technology Manager I

J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE)	K. POSITION REQUIRES:		
MONDAY – FRIDAY 8:00 AM – 5:00 PM (VARIABLE)		FINGERPRINT BACKGROUND CHECK	☒ YES ☐ NO
		DRIVING AN AUTOMOBILE	☐ YES ☒ 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 ☒ System Engineering

Organizational Setting and Major Functions

Under general direction of the Information Technology Manager I (IT Mgr I) of Network Applications Support, the Information Technology Specialist II (IT Spec II), performs a wide variety of tasks requiring innovative problem solving where guidance is not readily available. The incumbent will help optimize and apply architecture solutions for the benefit of the overall organization. They will also play a major role in advising management or formulating information technology strategy and policy within the organization.

The IT Spec II acts as a master-level technical software support specialist working with a team of highly trained professionals in support of the network and print components of a zSystem and client/server computing environment. Works independently, as a team leader or as a team member. Provides a variety of software support services for customer departments. Install, maintain, test, monitor, and tune the most complex vendor software products and other third-party vendor software products that support network and IP communication, print software solutions, and/or general-purpose software products in the mainframe and client/server environments. In addition, design, configuration and ongoing operational support of SNA, VTAM, IP communications and protocols including IP security within the Communication Server services of the platform. Provide consultation and support as needed to support the customer department staff in the use of these products and or services. Quickly, efficiently, and effectively troubleshoot and resolve the complex customer problems and proactively identify possible future problems. Develop and maintain project plans in support of California Department of Technology (CDT) Strategic and Tactical Plans. Act as backup when the IT Mgr I is unavailable.

Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)

% of time performing duties 40%	The IT Spec II acts as a master-level technical consultant on system software issues for supported software products; develop written procedures for performing system maintenance to ensure proper and timely maintenance; create detailed instructions on the use of proprietary and third-party software product(s) using the appropriate tools for the audience. Independently or as a team member, conduct analysis of highly complex issues involving work projects. As requested by the customer, monitor and tune proprietary and third-party software using operating system and vendor-supplied tools and utilities to ensure maximum system performance and availability. Learn and interpret new technology to solve customer business problems or answer questions involving issues of the highest complexity in scope at the system software level. Proactively seek out new technologies that can be leveraged to enhance the CDT's offerings to its' customers. Attend team meetings on a regular basis and participate in other team related activities.

30%	Plan, manage, coordinate, install, and maintain the complex proprietary zSystem and client/server software products as requested by CDT customers, utilizing instructions, documentation, programs and utilities from the vendor, customer schedules, vendor requirements, and organizational policies as guidelines. Proactively identify and resolve the most complex technological issues. Conduct regular and frequent communications with internal and external customers to exchange information, discuss task/project progress and identify future tasks/projects and opportunities and reach decisions relative to customer requests, customer needs and service offerings. Make technical presentations to staff, customers, and management.
25%	Identify and diagnose malfunctions of the complex 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 using dump analysis, traps, traces and vendor input to determine the appropriate corrective action. Perform regular backups 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 the CDT.

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

5%

- Maintain skills to remain current with systems software trends and developments and keep abreast of department standards, processes, and procedures, and be able to mentor other staff as needed.
- Develop and implement procedures which are used in the management of the zSystem platform, and provide support to all levels of CDT operational staff. In support of ITIL/ITSM based standards, comprehensively document, research, resolve and complete tickets for CDT's incident, change, and problem management processes – work orders, task assignments, and service requests as they relate to the delivery of CDT information technology services, consistent with CDT standards and templates, using unit processes and procedures.
- Proactively research new technology and processes for consideration of new services for CDT customers, or improvement of in-house processes/systems.

Work Environment Requirements

- Position may require the ability to be contacted for service outages or other emergencies.
- Must maintain consistent and predictable attendance.
- Position may require work outside of normal work hours.
- Some travel may be required for meetings, training and conferences.
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Information Technology Specialist II receives general direction from the Network Applications Support Information Technology Manager I. Work is done to meet the needs of the clients and is generated by the clients' direct requests or on behalf of requirements identified by the incumbent. Progress for the assignments will be reported by using weekly status reports as well as individual project reports where appropriate. The incumbent will be responsible for analysis, planning and implementation of these assignments.

Actions and Consequences:

Extensive knowledge of data processing concepts, practices, methods and principles with respect to evolving industry trends, practices, and standards is required for the IT Spec II to exercise good judgment to continually improve our work processes. Proper judgment in problem resolution, software implementation, and customer consultation is vital to the success of the projects assigned to the unit. Errors or poor decisions may result in the loss or disruption of major service to customers. The Network Applications Support staff must be available to respond to service outages that affect daily operations.

Personal Contacts:
The IT Spec II works closely with a variety of staff at all levels within the data center, customer departments and stakeholders, and representatives from the vendor community, and must be able to effectively communicate issues and needs.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)
None, but the IT Spec II will assist with the training of any new personnel for the unit.

Supervision Exercised:
This level does not supervise, but may lead. The IT Spec II has defined responsibility and authority for decision making related to projects or in an advisory function.

Other Information
This position requires extensive knowledge of operating systems and related software as well as networking concepts and principles as implemented on the various supported hardware platforms. The IT Spec II must be familiar with the Windows desktop environment to effectively manage their work. The incumbent is a member of a highly skilled technical team of software specialists working to support various implementations of the network system and related software at the mastery specialist level on multiple operating system platforms.

Desirable Qualifications: (List in order of importance.)
The ITS II must maintain an extensive working knowledge of and the ability to perform any combination of the following:
- zSystem concepts, components and processing techniques.
- Knowledge of operating systems and related software as implemented on the various hardware platforms.
- Knowledge of networking and network protocols.
- Experience with network packet sniffer and analysis tools (e.g., Wireshark).
- Familiarity with the Windows environment for desktop.
- Experience with mainframe print services including Info Print Server, VPS, CA Spool, and/or TN3287 printing.
- Knowledge of and experience with zSystem components, workloads, and utilities (e.g. JES2, TSO, ISPF, JCL, CLIST's, Dialog manager, REXX, SMF, RACF).
- Knowledge of z/OS Communication Server-VTAM, SNA, APPN, TN3270, FTP, SSH, SMTP, SNMP.
- JCL and procedures.
- Computer programming and scripting skills.
- Experience with zSystem debugging tools such as Component Trace (CTRACE) facilities.
- zSystem, JES2 commands and zSystem file structures.
- Miscellaneous system tools or applications such as ESP, E(JES), TSO, ISPF, FTP, CLIST, REXX.
- Storage Concepts.
- PC software tools such as MS Access, Excel, Word, HTML, etc.
- Innovative, forward-thinking individual.
- Good technical writing skills and good verbal communication skills

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

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE