

DUTY STATEMENT

TECH 052 (REV. 02/2018)

25-173**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 2/10/2026	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		E. POSITION WORKING TITLE Storage Architect
F. CURRENT POSITION NUMBER 695-364-1402-018		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-364-1402-018
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTech / Platform Services / zSystems Infrastructure Services/ zOS Storage/ Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Jayashree Vakharia, Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00 AM – 5:00 PM (VARIABLE)		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.) <input type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering
	Organizational Setting and Major Functions <p>Under direction of the zOS Storage Information Technology Manager I (IT Mgr I), the Information Technology Specialist I (IT Spec I) 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 affecting large numbers of people on a long-term or continuous basis.</p> <p>The IT Spec I may act as a technical software support specialist working with a team of highly trained professionals in support of the mainframe and client/server computing environment. Works independently or as a team leader or as a team member. Provides a variety of software and hardware support services for customers and the department. Installs, maintains, tests, monitors and tunes department-wide zSystems hardware, operating systems and/or general-purpose software products in the zSystem and client/server environments. Provides consultation and support as needed to support and troubleshoot the use of these products. Identifies infrastructure system requirements and recommends technology, hardware, software, and plans installation. Advises, creates, or participates in the design of new system architecture, standards, and methods to support organizational needs. Quickly, efficiently, and effectively troubleshoots and resolves customer problems and proactively identifies possible future problems.</p>
% of time performing duties 40%	Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.) <p>Acts as a 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 appropriate tools for the audience. Independently, or as a team member, conducts analysis of department-wide issues involving work projects. Monitor and tune software and hardware using operating system and vendor-supplied tools and utilities to ensure maximum system performance, capacity and availability. Learns and interprets new technology to solve customer business problems or answer questions involving issues of detailed scope at the system software level. Participate in Disaster Recovery and Operational Recovery tests and independently support the software and hardware needed for these solutions. Attend team meetings on a regular basis and participate in other team-related activities.</p>

30% Plans, manages, coordinates, installs, and maintains department wide proprietary mainframe and client/server hardware and software products as requested by the California Department of Technology (CDT), utilizing instructions, documentation, programs and utilities from the vendor, customer schedules, vendor requirements, and organizational policies as guidelines. Proactively identifies and resolves department wide technological issues. Conducts 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. Develops and presents technical presentations to staff and customers.

25% Identifies and diagnoses 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 using dump analysis, traps, traces, and vendor input to determine the appropriate corrective action. Perform 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 and storage requirements, to verify customer's environment can be successfully supported at CDT. Conduct research and perform analysis to recommend system upgrades, cost-effective solutions, and process improvements.

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

- 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.
- Other duties as assigned.

Work Environment Requirements

- Position may require the ability to be contacted for service outages or other emergencies.
- Must maintain consistent and predictable attendance.
- Periodic work may be needed outside 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). This position requires an additional background check for DOJ to protect their interests.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Information Technology Specialist I receives directions from the Information Technology Manager I. The IT Spec I duties are general in nature. 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 IT Spec I. Progress is reported on a weekly basis through both verbal and written reports. The IT Spec I is responsible for the analysis, planning, and implementation of these assignments.

Actions and Consequences:

Decisions made, directions given, and responsibilities assigned to the IT Spec I directly impacts both 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 Spec I 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, but may lead. The IT Spec I has defined responsibility and authority for decision making related to projects or in an advisory function.

Other Information

This position requires a knowledge of operating systems and related storage software as implemented on the various hardware platforms. The IT Spec I must be familiar with the Desktop environment to effectively manage their work. The IT Spec I is a member of a highly skilled technical team of software specialists working to support various implementations of hardware and system software on multiple operating system platforms.

Desirable Qualifications: (List in order of importance.)

- Knowledge of zSystem architecture and Storage concepts, components and processing techniques.
- Knowledge of and experience with zSystem components, workloads, and utilities (e.g. JES2/JES3, TSO, ISPF, JCL, CLIST, REXX, SMF, RACF, SMP/E).
- Knowledge of DFSMS.
- Knowledge of zSystem Storage technologies; DASD, Virtual Tape, and Cloud.
- Knowledge of Disaster/Operational Recovery.
- Knowledge of hardware and software installations on zSystem platform.
- Knowledge of SAN equipment.
- Computer programming and scripting skills.
- Knowledge of PC software tools such as MS Access, Excel, Word, HTML, etc.
- 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.
- Ability to organize and prioritize workflow and projects.
- Problem solving, debugging, and analytical 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
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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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