DUTY STATEMENT

☐ CURRENT   ☒ PROPOSED

RPA Number: 25-280-054	Classification Title: Information Technology Specialist II	Position Number: 880-280-1414-024
Incumbent Name: Vacant	Working Title: Linux Server Administrator	Effective Date: TBD
Tenure: PERMANENT	Time Base: Full-Time	CBID: R01
Division/Office: Division of Information Technology	Section/Unit: Server Operation Unit	
Supervisor's Name: Doug McCauley	Supervisor's Classification: Information Technology Manager I	

Human Resources Use Only:	
HR Analyst Approval:	Date:

General Statement
Under the general supervision of an Information Technology Manager I (ITM1) and in accordance with the principles of exemplary customer service and the objectives of the State of California's, Regional Board Strategic Plan, the incumbent is expected to demonstrate courtesy, provide prompt responses to both internal and external customers, honor commitments, and incorporate feedback from customers when performing work assignments.

Position Description
The Red Hat Server Information Technology Specialist II is tasked with delivering prompt and professional support to staff using various communication methods, including phone, e-mail, Microsoft Teams, and in-person interactions. This role requires the Specialist to perform their duties independently, exhibit effective communication skills, manage multiple responsibilities simultaneously, and achieve proficiency in their tasks. Taking advantage of collaboration opportunities is expected and encouraged. Additionally, expertise in utilizing O365 and Adobe products is essential for this position.
Essential Functions (Including percentage of time):

40%	Serves as a technical and project subject matter expert for the Server Operations Unit (SOU) on advanced information technology systems, including Red Hat server maintenance and support, technical recovery planning, server backup management and reporting, and Azure cloud infrastructure. The Information Technology Specialist II optimizes architecture solutions to benefit the organization as a whole and significantly contributes to advising management or shaping information technology strategy and policy. Responsibilities include conducting risk assessments, recommending IT solutions, analyzing incident-related data, and determining appropriate responses. Develops implementation plans incorporating cost-benefit or return on investment analyses, and designs infrastructure configurations. Reviews software architecture to provide recommendations on technical and operational feasibility; plans, designs, and successfully implements using tools to align technology solutions with business strategies. As a project subject matter expert, the Information Technology Specialist II collaborates with both internal and external customers of the Division of Information Technology (DIT) to review and define specific complex server-related requirements, assess operational needs, make recommendations on server-based solutions, identify challenges and limitations, and propose strategies. Additionally, they design, test, deploy, and maintain server solutions. The Information Technology Specialist II is recognized as the Linux technical subject matter expert, providing ongoing support for Linux servers, VMWare VCenter, Rubrik, and other complex and critical server-based solutions within the SOU unit. Understanding and managing SSL certificate lifecycles is a timely responsibility among the critical task within the SOU unit.
30%	Coordinates the testing of complex application, database servers and back-up requirements; reviews and evaluates application server test results; discusses and makes recommendations on the final proposed solution; implements customer-requested changes in a testing environment to ensure all necessary adjustments are properly completed prior to deployment; monitors the implemented solution to ensure it functions as expected; completely reviews user instructions and support documentation. Gains proficiency in the use of Cal/EPA Enterprise shared environment, MS Active Directory, Enterprise Rubrik Back-up solution, Red Hat Server Administration, coordination with the server and application owner to perform server OS upgrades. Be familiar and adhere to the California State Information Management Manual (SIMM), State Administrative Manual (SAM), and Water Boards server operation procedures. Completes staff work and adheres to proper standards for IT.

Marginal Functions (Including percentage of time):

10%	Ensure the quality of completed work is verified and validated. Aide in reviewing the work and procedures of peers. Develop and produce reports to identify potential improvement areas for the server operations; research, analyze, and recommend solutions for all server operation-related issues, or resolve them directly. Promote technical collaboration and mentoring within Server Operations, and other WB Units. The Information Technology Specialist II serves as the technical subject expert for VMware Linux production, development, and test server environments. Work closely with NOU.

10%	Respond to customer inquiries generated via Service Now, or incoming distribution box email request. Address issues related to Linux server operations, Applications, Oracle databases. Manage Rubrik system backups, server, folder, and file restore request. Manage and address server instability issues as well as any file or folder related permission issues. Expectation is to suggest or implement solutions on a variety of technologies. Submit Change Request and drive any efforts to fulfill or collaborate to ensure success toward these requests. Participates in DIT staff meetings, and training sessions. Open tickets are cases with software and hardware vendors and work with any vendors in a efficient manner to resolve any outstanding issues.
5%	TRP Responsibilities encompass all aspects of creating and maintaining the TRP documents, conducting Disaster Recovery exercises, documenting, and planning for Information System Recovery (ISRP).
5%	Perform other duties as required.

Typical Physical Conditions/Demands:

The position requires extensive use of a computer, and the ability to sit/stand at a desk for extended periods of time. Ability to lift and carry up to 50 pounds. Ability to sit for extended periods of time while traveling.

Typical Working Conditions:

The incumbent will work in an office building that maintains a smoke-free environment. The standard work schedule is Monday through Friday, aligning with core business hours.. Although not typically common, periodically the position also demands availability during non-standard hours, including evenings, weekends, and holidays, to address IT outages or other mission-critical tasks. Overnight travel within the state may be necessary to fulfill job responsibilities.

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

Supervisor Name	Supervisor Signature	Date

Employee Name	Employee Signature	Date