

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 02/25/26	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		E. POSITION WORKING TITLE Systems Engineer I
F. CURRENT POSITION NUMBER 695-362-1402-005		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-362-1402-005
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Infrastructure Services / Compute & Storage/ Hypervisor/ Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Dustin Peterson, Information Technology Manager I
J. WORKDAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) Monday through Friday, 7:00AM - 4:00PM		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).

	<p>Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services</p> <p><input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>Under the direction of the Hypervisor Information Technology Manager I (IT Mgr I), the Information Technology Specialist I (IT Spec I) provides expert level Systems Integration/Solutions Architect at the Office of Technology Services (OTech). The IT Spec I is responsible for providing expert level systems administration for virtual environment. This position has a high level analytical and systems administration responsibility on supporting project and system administration which requires working independently or working with fellow team members. The IT Spec I works closely with internal and external customers and other units within OTech to coordinate, implement and maintain a virtual infrastructure. The specified duties of this position include but are not limited to design, support, implementation, monitoring, maintenance, software/programming development, and troubleshooting the virtual computer resources (software, hardware, networking, and storage). The duties of this position will include but will not be limited to the following:</p>
% of time performing duties 35%	<p>Essential Functions</p> <p>Work independently or as a team member to provide the complex analysis, design, installation and successful operations of a virtual environment. Work with OTech's internal and external customers to build, modify and support infrastructure which relate to the virtual environment performing the following activities:</p> <ul style="list-style-type: none"> • Perform troubleshooting in support of maintenance and operational virtual infrastructure and services. • Install, configure, test, monitor, maintain, report and optimize system hardware, software, and network • Implement and execute internal and industry standards, practices and processes for hardware and software. • Provide technical expertise and onsite coordination assistance during minor and major change control events. • Provide technical advice and support to other systems and application administrators, and assistance in solving complex system problems.
25%	<p>Performs a variety of complex analytical activities to address key business objectives and/or goals.</p> <ul style="list-style-type: none"> • Research, analyze, evaluate, and prepare technical recommendations that address current and future maintenance and operational issues, concerns, constraints, and technological solutions. • Identify, develop, and translate business requirements into general and detailed technical specifications/designs.

% of time
Performing duties

- Identify, develop, and present technical concepts to diverse audiences.
- Identify, develop, and document standards, practices, and processes.
- Develop and execute project and detailed work plans.
- Provide technical consultation to customers, clients, staff and vendors on system issues.
- Provide cross-training of virtual infrastructure practices for in-house staff.
- Provide training in virtual environment service portal for OTech customers.
- Provide the IT Mgr I with regular scheduled reports.
- Participate in planning and budget activities for virtual infrastructure.
- Provide technical presentations on the virtual infrastructure hardware and software configuration.

20%

Performs a variety of project activities to implement enterprise business objectives:

- Develop project and detailed work plans independently and/or as part of a team.
- Identify, recommend, resolve, and report, verbally and written, project status/risks/progress/deviations.
- Work on individual project activities independently and/or as part of a team and perform diverse project role fulfillment (i.e. Resources, scribe, etc.).

10%

Perform administrative tasks:

- Record outstanding problems and periodically report projects and assignments progress.
- Attend regularly scheduled project meetings or customer meetings to ensure delivery of new services.
- Participate in special ad hoc meetings, teams, projects, time reporting, and procurement.
- Participate in design and maintenance of the virtual environment disaster recovery plan.
- Prepare and provide presentations on the virtual environment services to OTech customers and stake holders.
- Provide regular scheduled customer health reports.
- Provide customer costing analysis.
- Update documentation pertaining to Service Customer Guide, Server Level Agreement Templates, Customer Contact Lists, Operating Procedures and Policies, and other virtual service documentation.
- Perform financial management function by providing customer usage and growth data in support of virtual environment.
- Perform contract administration, deliverable reviews information tracking and reporting of vendor used to support the virtual environment.
- Create, update, and maintain purchase orders, vendor data, and related databases.

5%

Perform research and analysis tasks:

- Perform research and analysis on a new technology (i.e. hardware and software) as it relates to the virtual environment.
- Participate in any security and monitoring analysis.

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

5%

Assist and maintain OTech Service Catalog (service offerings) through recommendations or updates to its accuracy, completeness and/or functionality.

Work Environment Requirements

- **Must pass fingerprint and background criminal record check completed by the Department of Justice and Federal Bureau of Investigation**
- Weekend and off shift work may be required.
- IT Specialist I is expected to carry a pager or cell phone.
- Moderate travel may be required.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Spec I is under the direction of the Hypervisor IT Mgr I.

Actions and Consequences:

Completed staff work should encourage economies of scale and efficient and effective automation techniques for the division. The financial and procurement hardware and software systems with supporting applications also strengthen our service level provided to our customers and vendors by supplying us with the tools to quickly and accurately respond to their needs. Unfavorable hardware and software systems and applications could result in a deficient work environment, highlighted by many manual processes, duplication of effort an inefficient use of staffing resources.

Personal Contacts:

The IT Spec I works closely with a variety of staff at all levels within OTech, customer departments, and numerous hardware and software vendors. IT Spec I must be able to effectively communicate and coordinate between all the various entities to ensure the virtual environment runs at optimum levels.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)

None

Supervision Exercised:

None, but may act as a lead on the most complex systems software projects, and/or works independently as a high-level technical specialist on the most complex systems assignments.

Other Information

Desirable Qualifications: (List in order of importance.)

- Extensive knowledge of data processing concepts, practices, technical infrastructure, methods and principles with respect to evolving industry trends, practices and standards.
- Proper judgment in problem resolution, software implementation and database consultation.
- Strong understanding of network architecture and application development methodologies, object-oriented analysis and design, and/or client/server systems.
- Excellent communication skills to provide customer support.
- Ability to work independently or work as part of a team in order to complete staff work, contribute through these techniques and gain closure of tasks and/or group assignments.
- Experience in multiple, diverse technologies and processing environments that includes at least two IT disciplines, including technical architecture, network management, storage area principles/networks, application development, middleware, database management, operating system administration or operations.
- Windows and Linux, VMware, Amazon Web Services, Microsoft Azure, HP / Dell hardware and SAN technologies.
- Excellent oral and written communication skills; strong collaborative and team skills.
- Ability to work in a fast-paced environment and to organize/prioritize workload to meet demands.
- Ability to be able to follow oral and written directions.
- Ability to change and adapt to changing direction and technology.
- Ability to think critically, logically and creatively.
- Must be professional, reasonable and politically astute.

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) Dustin Peterson	SUPERVISOR SIGNATURE	DATE
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