Classification Title	Board/Bureau/Division
Information Technology Specialist I (ITS I)	Office of Information Services (OIS)
Working Title	**Office/Unit/Section/Geographic Location**
Server Infrastructure Administrator	Infrastructure, Engineering and Administration / *nix/AWS Unit / Sacramento
Position Number	**Name and Effective Date**
610-710-1402-046	

General Statement: Under the direction of the Information Technology Supervisor II (IT Sup II), the Information Technology Specialist I (ITS I) acts as a Unix and AWS Administrator. The incumbent performs a variety of tasks to support the department's Server and Network environments. This position is in the System Engineering domain.

Duties include, but are not limited to the following:

A.   **Specific Assignments** **[Essential (E) / Marginal (M) Functions]**

60%   System Administration, Development, Implementation and Maintenance (E)

Design, install, monitor and maintain all aspects of OIS servers. Maintain storage and network requirements utilizing Storage Area Networks (SANs), Network Attached Storage (NASs) and Redundant Array of Independent Disks (RAIDs). Perform the more complex tasks to optimize/enhance DCA's network and storage capabilities using hardware and software such as enterprise servers, firewalls, redundancy/failover hardware and software, virtual servers, operation systems, backup software, security software, filtering software, etc. Manage server pool services for automatic workload management. Virtualize single–instance databases. Consolidate servers to improve performance and reduce costs. (40%)

Perform installations, modifications, updates and maintenance on many versions of the operating system in a multi-processor environment. Allocate hardware resources when required. Perform research, development, deployment, and technological operations necessary to configure and deploy complex system environment components. (10%)

Analyze, define, and maintain the overall integrity of the Department's MSSQL databases including standard data definitions, data dictionary, recovery systems and support software. Monitor the utilization of the MSSQL databases and MSSQL Web Application Servers by using existing and new applications, identify changes in work patterns and evaluate alternative design strategies to maintain or improve overall performance. (10%)

 25%   Technical Specialist (E)

Assist and consult with network users and vendors in isolating hardware malfunctions and problem determination. Provide subject matter expert input on deployment procedures. Identify problem or errors in deployment and coordinate rollback or repair in a timely manner. Inform the managers and the Release Management Team of any Issues. Provide network analysis, acquisition, installation, and maintenance services and monitor ongoing network performance. Maintain an understanding of technological possibilities and

technological limits. Assist with configuration and physical planning for the Local Area Network.

10%   Software Support (E)

Understand the (business) problem domain and identify requirements and constraints. Work with vendors and users in support software problem identification and resolution and test and monitor effects of new equipment or operating system installs.

5%   System Performance (E)

Modify operating system and its components to optimize system performance. Use system monitoring tools for performance tuning, troubleshooting and file system maintenance. Perform other duties as assigned.

B.   Supervision Received
The ITS I works under the direction of the ITS Sup II and the Infrastructure Engineering and Administration Section Chief ITM I and may receive assignments from Information Technology Manager Is and IIs, the OIS Chief Technology Officer (CEA B), and the OIS Chief Information Officer (CEA C).

C.   Supervision Exercised
None

D.   Administrative Responsibility
None

E.   Personal Contacts
The incumbent has routine contact with all levels of the DCA staff, consultants, vendors, California Technology Agency staff, Control Agency staff, and other government agencies. This includes DCA's Divisions, Programs, Bureaus, Boards, and Committees including executive management. Contacts may be initiated with other departments, governmental agencies, and private companies concerning information system and data center technologies as they related to the performance of this position.

F.   Actions and Consequences
The incumbent will make decisions that impact the functionality of the DCA technology applications and solutions. Failure to properly administer duties using good judgment, logic, and discretion, may result in poor performance or unusable systems and/or applications, and prevent the DCA end users from effectively performing their duties. In addition, substantial workload backlogs may occur, online consumer services may be unavailable, and the DCA may be unable to carry out mandates designed to protect consumers, licensees, and applicants.

G.   Functional Requirements
The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year, and may be required to work specified hours based on the business needs of the office. The incumbent must occasionally move about inside the office to access office machinery. The incumbent must constantly operate a computer and other office productivity machinery, such as a copy machine. The incumbent must be able to remain in a stationary position 50% of the time. The incumbent may be required to perform

duties at local client sites as required and at any of DCA's statewide field sites as scheduled in advance. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

H.   Other Information
The incumbent must be able to reason logically and creatively, and utilize a wide variety of skills in order to resolve enterprise-wide technical connectivity issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives; research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible at all times. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to DCA's CORI procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Required Technical Knowledge
Unix/Linux
Oracle Database
Windows Server
Networking and networking protocols
Security Standards and Security protocols
Storage Technologies
Backup/Recovery Solutions
DevOps and Continuous Integration and Continuous Delivery

Additional Performance Expectations:
Ability to work cooperatively with others
Ability to work efficiently
Ability to report to work on time
Ability to maintain consistent, regular attendance
Ability to work under changing deadlines
Ability to look and act in a professional manner

Ability to get along with others
Ability to exhibit courteous behavior towards others at all times
Ability to meet deadlines
Ability to perform tasks with minimal amount of errors
Ability to do completed staff work

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

_____
Employee Signature   Date

_____
Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

_____
Supervisor Signature   Date

_____
Printed Name

Revised: 8/2025