

**DUTY STATEMENT**

TECH 052 (REV. 02/2018)

**PROPOSED**

RPA NUMBER (HR USE ONLY)

25-205

**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 4/22/2026	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		E. POSITION WORKING TITLE System Administration
F. CURRENT POSITION NUMBER 695-361-1402-041		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Platform Services/ Window Services/ Virtual Desktop & GAL Support Services / Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Greg Soria, Information Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00 AM – 5:00 PM/ DAY		K. POSITION REQUIREMENTS: 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><b>Information Technology Domains</b> (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 checked="" type="checkbox"/> Software Engineering      <input checked="" type="checkbox"/> System Engineering</p>
	<p><b>Organizational Setting and Major Functions</b></p> <p>Under general supervision of the Information Technology Manager I (IT Mgr I) within the Virtual Desktop Services (VDS) Unit, the Information Technology Specialist I (IT Spec I) provides the Office of Technology Services (OTech) and customer departments with expert level analytical and technical assistance for cloud-based services subscribed by OTech on behalf of the State.</p> <p>The IT Spec I must be knowledgeable with O365 Shared environment administration, network protocols, email synchronization of mobile devices, Active Directory designs and concepts, anti-spam and anti-virus policy creation, SharePoint administration, Citrix user administration troubleshooting and problem resolution diagnostics.</p> <p>The IT Spec I will work closely with the OTech Service Desk, O365 Shared customers, OTech Network Administrators, and the O365 service provider to coordinate and resolve the most difficult first-line and second-line support calls. The IT Spec I will work with the various service providers to perform operational and infrastructure more department-wide tasks related to software upgrades, patches, and implementation of new products associated with the O365 and Citrix environments. Also, the IT Spec I will work with the VDS Unit lead and manager to ensure that customers are notified of any changes or maintenance activities that may affect the services. The duties of this position will include but will not be limited to the following:</p>
% of time performing duties	<p><b>Essential Functions</b> (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p><b>40%</b></p> <p><b>Provide department-wide system administration and support for the California Department of Technology, OTech Citrix Service.</b></p> <ul style="list-style-type: none"> <li>Act as a technical team member for all Virtual Platform Services.</li> <li>Monitor and administer the Citrix environments.</li> <li>Monitor and administer the Citrix Collaboration Tools environment.</li> <li>Maintain statewide security policy settings for Citrix environments.</li> <li>Develop, draft, revise and edit technical procedural documentation.</li> <li>Service management and problem escalation ensuring that service levels are maintained.</li> <li>Ensuring departments are accurately charged for the services received.</li> </ul> <p><b>30%</b></p> <p><b>Independently lead more department-wide major projects of the VDS Unit.</b></p> <ul style="list-style-type: none"> <li>Independently plan, forecast, design, and test new cloud services and upgrades to existing cloud service environments.</li> <li>Provide plans and processes for service upgrades, environmental infrastructure strategies, and enhancements to existing cloud services.</li> </ul>

% of time performing duties

- Notify customers of any changes or maintenance activities that may affect Cloud Services.
- Perform and lead the detailed research analysis and design of modifications to cloud service offerings at OTech.
- Participate in service improvement process using ITIL/SM processes and standards, i.e. Enterprise Service Delivery (POD).

25%

**Provide department-wide system administration and support for the California Department of Technology, OTech O365 Shared Tenant, Global Address List (GAL and Active Directory Federation Services (ADFS).**

- Act as a technical team member for all Virtual Platform Services.
- Monitor and administer the O365 Shared and Citrix environments.
- Monitor and administer the O365 Collaboration Tools environment.
- Maintain statewide security policy settings for O365 Shared and Citrix environments.
- Develop, draft, revise and edit technical procedural documentation.
- Service management and problem escalation ensuring that service levels are maintained.
- Ensuring departments are accurately charged for the services received.

5 %

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

**Provide written analysis for project development, planning and project scheduling.**

- Prepare project task plans, including schedules and deliverables, for the assigned project or work.
- Document and write procedures for each cloud service.
- Maintain active interface with industry development to ensure that the division utilizes its system resources to the maximum and to maintain pace with current technology.
- Document product analysis and evaluation and present to management

**Work Environment Requirements**

- Supports a work environment that functions 24 hours a day, 7 days a week.
- Requires the ability to be contacted by the data center any time, day or night, and on weekends and holidays and call-backs are probable.
- Occasional travel is required to perform assigned duties, attend training, and provide customer support.
- Required to carry a mobile device with remote access from home.
- Consistent good attendance and punctuality in the workplace is required to support the Branch and Division to achieve its mission.
- 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 IT Spec I receives general supervision from the ITM 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 of hardware and software systems with supporting applications strengthens OTech service level provided to our customers and vendors by supplying us with the tools to quickly and accurately respond to their needs. Accuracy and quality of work is paramount. 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. The IT Spec I must be able to effectively communicate to fulfill the training needs of staff on new hardware and software applications and systems. IT Spec I must also prepare and present thorough overviews and demonstrations of newly developed hardware and software applications, prior to implementation, to departmental staff. Attention to confidentiality in eDiscovery situations is required.

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

**Supervision Exercised:**

None, but acts as team leader on the more detailed systems software projects.

**Other Information**

**Desirable Qualifications:** (List in order of importance.)

- Possess 1+ years of expert level experience in Microsoft O365 tenant, AAD, ADFS.
- Possess 2+ years of expert level experience in Microsoft Active Directory 2012 or above.
- Possess 2+ years of expert level experience in Microsoft SharePoint.
- Possess 1+ years of expert level experience in Citrix user administration.
- Microsoft Forefront Online Protection for Exchange experience in creating policy rules and reports.
- Knowledge of Legal Archive and E-Discovery policy creation and processes.
- Knowledge of the most current server components, concepts, security, and maintenance.
- Ability to communicate and work productively with technical staff, vendors, OTech management, and OTech customers in a professional consulting role.
- Possess knowledge of ITIL concepts and the IT Service Support and IT Service Delivery functions in an ITSM environment.

**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
-------------------------	----------------------	------