

**DUTY STATEMENT**

**25-235**

TECH 052 (REV. 02/2018)

**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 5/21/2026	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist II		E. POSITION WORKING TITLE System Administrator
F. CURRENT POSITION NUMBER 695-364-1414-010		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTech / Platform Services / zSystems Applications & Database Services / Enterprise Product Support / Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Gerald Clift, 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).

	<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 direction of the Enterprise Product Support Information Technology Manager I (IT Mgr I), the Information Technology Specialist II (IT Spec II) 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 Specialist II demonstrates a depth of leadership and expertise in a wide variety of tasks requiring innovative problem-solving within the zSystems Platform related to hardware and or software. Incumbents optimize and apply architecture solutions for the benefit of the overall organization and play a major role in advising other team members, management on information technology strategy and solutions.</p>
% of time performing duties 40%	<p><b>Essential Functions</b> (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <ul style="list-style-type: none"> <li>• Architect, design, develop, and implement software and or hardware that adheres to organizational enterprise architecture standards ensuring the solution is secure, reliable, and accessible.</li> <li>• Review software architecture and make recommendations regarding technical and operational feasibility.</li> <li>• Develop written procedures and documentation for performing system maintenance and software/hardware installation.</li> <li>• Ensure proper and timely maintenance (hardware/software) is completed following the Software Development Life Cycle (SDLC).</li> <li>• Develop and ensure security solutions and technical artifacts are in place throughout all information technology systems and platforms.</li> <li>• Lead and mentor team members. To include the development of training documentation and performing training sessions.</li> <li>• Act as an advisor to management, team members, and customers on technical solutions.</li> <li>• Debug software problems using various programming tools and systematic debugging methods.</li> <li>• Using technologies to resolve major system outages and develop solutions or workarounds to solve customer business problems at the system software level.</li> </ul>

% of time performing duties  
30%

- As the technical expert, lead, plan, manage, coordinate, install, and maintain department-wide proprietary mainframe and client/server software products as requested by the California Department of Technology (CDT) customers, utilizing instructions, documentation, programs and utilities from the vendor, customer schedules, vendor requirements, and organizational policies as guidelines.
- Proactively identify and resolve department-wide technological issues.
- Create backup and recovery strategies, which include conducting disaster and recovery testing.
- Conduct regular and frequent communications with internal and external customers acting as a technical advisor to exchange information, discusses task/project progress and identify future tasks/projects and opportunities and reach decisions relative to customer requests, customer needs and service offerings.
- Lead technical advisor in audit reviews.

25%

- Identify and diagnose 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 obtaining vendor input to determine the appropriate corrective action.
- Monitor and assess security controls in the information system on an ongoing basis, documenting changes, conducting security impact analyses, and reporting system security statuses to the organization.

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.

**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).

**Allocation Factors** (Complete each of the following factors.)

**Supervision Received:**

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

**Actions and Consequences:**

Decisions made, direction given, and responsibilities assigned to the IT Spec II directly impacts both the 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 affects a broad range of State services to the public.

**Personal Contacts:**

The IT Spec II 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 Specialist II 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 software as well as network communication and print functions as implemented on the various hardware platforms. The IT Spec II must be familiar with the Desktop environment for desktop to effectively manage their work. The IT Spec II is a member of a highly skilled technical team of software specialists working to support various implementations of the network/printing systems and related software at the journey to advanced specialist level on multiple operating system platforms.

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

General z/Systems desirable knowledge:

- Knowledge of z/OS operating systems and related software
- Knowledge of z/OS hardware
- Familiarity with the use of Windows environment for desktop. (Windows environment, MS Office, Microsoft Teams, Citrix)
- Knowledge of and experience with zSystem components, workloads, and utilities (e.g. JES2/JES3, TSO, ISPF, JCL, CLIST's, REXX, SMF, RACF, SMP/E)
- Knowledge of zSystems concepts, workload types and workflow, including major categories of interactive/batch jobs
- Software Installation experience on zSystems platform
- 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
- Understanding of the importance of good customer service and the necessity of effective communication to meet customer's business needs
- Session Manager, TSO, and Passport application to access Mainframe
- Linux on z and USS concepts
- Ability to work independently in a remote setting
- Punctuality and reliable attendance
- Very good ability to organize and prioritize workflow and projects
- Very good problem solving, debugging and analytical skills

**Enterprise Product Support:**

Knowledge of the design/support of the third-party vendor software to include the following:

- Knowledge of the installation/use of the SAS programming language for zSystems and PCSAS
- Knowledge of System Management Facility (SMF) processing and principles
- Knowledge of ADABAS and IDMS Systems
- Knowledge of Natural Systems
- Knowledge of products such as EntireX and CONNX
- Knowledge of best practices for ADABAS and IDMS systems

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