

**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 6/2/26	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist II		E. POSITION WORKING TITLE Systems Engineer II
F. CURRENT POSITION NUMBER 695-362-1414-008		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Infrastructure Services/ Compute & Storage/ Open Systems Storage/ Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION, Information Neil Wong, Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8AM – 5PM		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  <input type="checkbox"/> Information Security Engineering    <input 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 Open Systems Storage (OSS) Information Technology Manager I (IT Mgr I), the Information Technology Specialist II (IT Spec II) performs at the expert level with exceptional knowledge, skills and abilities that set them apart from other storage and backup/data protection professionals as a leader. Works with the highest level of proficiency with respect to storage and backup/data protection concepts, practices, methods and principles. Works on a wide variety of largest and complex Open System storage and backup/data protection projects from design and development through installation and implementation. Works as a leader in effectively securing resources and expertise through proper channels within the organization while developing and managing the largest and complex storage and backup/data protection systems.</p> <p>The position is responsible for the successful daily operations of various Open Systems storage systems (SAN, NAS, fixed content, and backup/recovery) at all Office of Technology Services (OTech) locations. This includes Open System storage business processes such as: allocating space to designated servers; performing daily backups; creating copies of data for off-site storage; configure storage devices; consult with customers; monitoring customer usage; expand storage assignments as requested; document the storage environment; log changes to the storage environment. The IT Spec II performs troubleshooting and problem resolution tasks; oversee installation of new storage devices; migrate data from old storage devices to replacement equipment; interact with storage and backup/data protection vendors; and support the development of customer rates for the various storage services.</p> <p>In support of ITIL/ITSM-based standards, comprehensively document, research, resolve, and complete tickets for the department's Incident, Change, and Problem Management processes, Work Orders, Task assignments, and Service Requests as they relate to the delivery of departmental information technology services, consistent with departmental standards and templates, using OSS processes and procedures.</p>
% of time performing duties <b>25%</b>	<p><b>Essential Functions</b></p> <p>Analysis/Administrative</p> <ul style="list-style-type: none"> <li>• Work as a team member or as a team lead on major projects.</li> <li>• Mentor others on applicable technology and work tasks.</li> <li>• Collaborate with customer departments and OTech staff to review, revise or create FSR's, BCP's, and other control agency documentation.</li> <li>• Collaborate with OTech staff to develop and implement service rates for Enterprise Storage and Backup/data protection offerings.</li> <li>• Collaborate with customer departments and OTech staff to optimize the use of the existing storage and backup/data protection infrastructure.</li> </ul>

20%

Capacity Management of Storage Systems.

- To identify their needs in order to allocate appropriate storage and backup/data protection as required.
- Recognize and employ the appropriate resources necessary to fulfill services timely and efficiently in order to meet deadlines.

15%

Performance and Measurement of Storage and Backup/data protection Systems

- Record and publish metric information describing the infrastructure.
- Develop and maintain ad hoc reports based upon customer OTech staff request.
- Identify and modify the amount of storage and backup/data protection needed in the system to provide optimal operation. Ensure implementation efforts do not compromise systems or services provided.
- Alert management when changes must be implemented to maintain established service. Communicate any findings considering the impact and provide a resolution.
- Monitor and handle all processes and alert appropriate staff when anomalies occur.

15%

Installation of Hardware and Software

- Work with vendor staff to determine and/ or recommend requirements of storage and backup/data protection infrastructure needs.
- Work with OTech staff to understand facility and operational needs.
- Perform complex Installations, analyze user needs and test to ensure optimize performance.
- Develop and implement tasks to test and activate storage and backup/data protection hardware and software components.]
- Evaluate cost constraints, security restrictions, hardware configurations and peripherals to ensure functionality and proper execution.
- Migrate managed data from existing storage and backup/data protection infrastructures to new technologies.

10%

Disaster Recovery of Storage Systems and Backup/data protection

- Establish and maintain the processes to retain critical data for recovery at a second facility.
- Design and maintain testing method of those processes, with customer and OTech involvement, to ensure the ability of operating critical applications at a second facility.
- Establish and maintain the processes to re-establish a functioning recovery site at a second facility.

5%

Allocation of Storage to Systems

- Create and design storage space to satisfy customer department requests
- Create and design storage space to satisfy OTech internal needs and service offering requirements.

5%

Backup and Data Protection/Recovery of Storage Systems

- Design and maintain the processes to create regular and periodic copies of storage data.
- Design and maintain the processes to identify data for transport to secure, retrievable locations.
- Select and deploy protection levels to guard data and ensure data is backed up and can be quickly recovered.
- Provide proper monitoring and reporting.
- Design and maintain the processes to restore/recover off-loaded data to production status.

5%

**Marginal Functions**

Maintain personal computer files and data in an efficient and effective manner for both daily use and long-term record keeping and inventory.

**Work Environment Requirements**

This position supports a work environment that functions 24 hours a day, 7 days a week.

- May carry a mobile device during working hours and off-shift work.
- May require the ability to be contacted by the data center any time, day or night, and on weekends and holidays.
- Telework and remote access from home is probable.
- Occasional travel may be required to perform duties, attend training, and provide customer support.
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

**Allocation Factors**

**Supervision Received:**

The Information Technology Specialist II receives general direction from the OSS Information Technology Manager I. Assignments will be made by the IT Mgr I and will be general in nature, accompanied by any special constraints or requirements. Progress will be reported using weekly and monthly status reports, as well as individual project reports where appropriate. The IT Spec II will be responsible for providing architectural and strategic, and technical direction as assigned by the IT Manager I.

**Actions and Consequences:**

The IT Spec II will make recommendations of major impact on departmental Storage and Backup/data protection infrastructure, architecture, and services. All departmental services relying on Storage and Backup/data protection infrastructure reliability and availability are dependent upon sound decisions and recommendations in the Storage area.

**Personal Contacts:**

The IT Spec II will work with all levels of OTech technical staff and management, client, and vendor personnel.

**Administrative and Supervisory Responsibilities:**

None.

**Supervision Exercised:**

Provide leadership and mentoring to subordinate classifications within Open Storage System.

**Other Information**

**Desirable Qualifications:**

- Knowledge of ITIL ITSM based standards.
- Expert Knowledge of Enterprise Storage and Backup technologies, solutions, and processes.
- Knowledge of OTech's incident, change, and problem management processes.
- Knowledge of service request processes.
- Experience installing and maintaining software in the Open Systems/Storage environment.
- Knowledge of IT project management practices and techniques.
- Ability to work with technical and management staff as well as vendors and customers.

**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)	SUPERVISOR SIGNATURE	DATE
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