

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 03/19/2024	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		E. POSITION WORKING TITLE Technical Support Specialist
F. CURRENT POSITION NUMBER 695-352-1402-054		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-352-1402-054
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Operations Center / Service Operations Day Shift / Operations Team B – Day / Gold Camp		I. SUPERVISOR NAME AND CLASSIFICATION Information Technology Supervisor II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) TUESDAY – SATURDAY / 7:00 AM – 3:30 PM / OPERATIONS TEAM B - DAY		K. POSITION REQUIRES: DRIVING AN AUTOMOBILE
		FINGERPRINT BACKGROUND CHECK ☒ YES ☐ NO ☐ YES ☒ 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).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) ☐ Business Technology Management ☐ IT Project Management ☒ Client Services ☐ Information Security Engineering ☐ Software Engineering ☐ System Engineering
	Organizational Setting and Major Functions Under direction of the Information Technology Supervisor II (IT Sup II), the Information Technology Specialist I (IT Spec I) will be responsible for providing support to internal and external customers performing a high degree of technical troubleshooting and network analysis, coordinating incident resolution efforts with internal service teams and external vendor staff, and using multiple system utilities to obtain and analyze environment data. The IT Spec I performs a broad range of technical functions requiring extensive experience with a variety of systems, including mainframe systems, servers, networks and associated system applications, utilities and monitoring software. The IT Spec I provides technical guidance to staff and customers, demonstrating strong communication and excellent customer service skills while ensuring effective issue resolutions and knowledge sharing.
% of time performing duties 30%	Essential Functions Operations Center Services Support Provide second level service support for complex IT systems that span multiple platforms, technologies, and devices; Respond to incoming phone calls and emails in a timely manner with particular emphasis on customer service, courtesy and professionalism; Open incidents/requests, initiate scripts and templates, log all relevant details, and categorize and prioritize all incoming IT Service Management (ITSM) requests, phone calls, and emails; Resolve, document, refer, and track incidents to meet customer requests; Track technical, end-user, and multi-user incidents and outages; and, escalate appropriate incidents to Senior Management; Triage, troubleshoot and resolve first-level mainframe, network, PC/LAN, internal and external applications and printer incidents; Tasks will include, but not be limited to: • Monitor and work the Operations Center ITSM queues, resolve requests, monitor Response and Resolution Service Level Agreements, and assign requests to the appropriate Support Groups. • Escalate unresolved incidents/requests to the appropriate technical and management level. • Keep ITSM records updated with current progress, status and information related to Incidents and Requests. • Work with 2nd and 3rd level support staff, vendors, and management to take necessary and appropriate action to resolve incidents and minimize disruption to customer services • Keep customers informed of the progress of incidents/requests. • Follow-up with customers to ensure satisfaction with the resolution of their incidents/requests. • Reset passwords on various environments and computer platforms.

30%

Centralized Computing Support

Monitor several complex, multiprocessing, variable-task computer systems and analyzes system incidents involving the operating systems, online monitors, database management systems, application programs, teleprocessing networks, and computer hardware; Performs routine and advanced functions and ensures health and proper operation of Mainframe and Mid-Range systems using a variety of tools to diagnose problems and escalate to support groups as needed in order to prevent, eliminate, or minimize customer service disruption; Conduct mainframe system maintenance and related tasks for scheduled and unscheduled IPL and IML system functions in conjunction with mainframe support teams and Operation Center staff. Tasks will include, but not be limited to:

- Perform monitoring and analysis on multiple information technology and mainframe systems, including but not limited to: System master consoles, z Operating System (zOS) Management Facility, System Automation (SA), Hardware Management Console (HMC), Tivoli Enterprise Portal Server (TEPS) and Virtual Tape System (VTS).
- Review and analyze system checkout reports and daily statistics; and use monitoring tools, including but not limited to: Netview, Time Share Option (TSO), and Job Entry Subsystem (JES) 2/3 and enter mainframe commands to perform standard tasks (e.g. job status, bumping job priorities, cancels, starting/stopping printer jobs, display, activating lines, and displaying terminals.).
- Participate in periodic routine system maintenance task.
- Create tickets using CDT's ITSM software in response to customer request.
- Respond to customers by telephone and e-mail.
- Escalate high and critical incidents to the appropriate support groups, vendors and customers.
- Responsible for Change Request implementation tasks assigned to the Operations Center.
- Assist the Manager on Duty (MOD) to facilitate resolution and communication of major incidents.
- Update procedures, system information, and operational statistics online.
- Work with zOS staff and customer to update, develop, write, and test operational procedures.
- Discuss the various administrative logs and report status with the Shift Manager.
- Keep the Shift Manager apprised of the progress of high and critical incidents and Change Requests.

10%

General Operation Center Functions

Perform common duties and tasks of Operations Center staff; monitor the various Event Management tools to assist in the detection and identification of events and incidents impacting production services; Support and perform the duties and functions of a Service Desk and Command Center during weekend, off shift hours, and when the need arises; Work with support staff and vendor personnel to install, uninstall, and test various systems, networks and software packages associated with change requests; Tasks will include, but are not limited to:

- Accurately gather and analyze information generated in administrative logs and system reports.
- Assist with the Major Incident Process and represent Operations Center at the Major Incident and Postmortem meetings.
- Set up Teams Bridge and send communication bulletins.
- Create Postmortem reports and Root Cause Analysis (as required) for Major Incidents.
- Represent the Operations Center Level 2 Support unit in various technical support group meetings to review upcoming Change Requests related to installs, uninstalls, and testing on all computer and network platforms.
- Process Change Requests and Visitor Logs related to access to Tenant Managed Services.
- Participate in weekly procedure review meetings
- Update the shift turnover report with significant event dates and times.
- Participate in Microsoft software upgrades and patching activities, which may occur outside of business hours.

10%

Documentation Development and Maintenance

Create and maintain various detailed documents related to incident management, customer contacts, critical systems and applications, and system documentation; create and maintain FAQ's, reports, and procedure or process documents. Communicate with other CDT offices to ensure that

Operations Center staff have up-to-date contact information for system and service owners; review and analyze incident documentation, such as logs, transcripts, and attached documents to accurately summarize troubleshooting steps and observations; update the knowledgebase or knowledge repository with new or revised information. Tasks will include, but not be limited to:

- Use Microsoft Word, Excel, and PowerPoint to create professional technical documentation.
- Update process and procedure documents to reflect changes in operations.
- Create end-user documentation for use in presentations, training, and communications.
- Develop custom and automated reports using system software reporting capabilities; and,
- Produce Incident reports in response to requests from customers and management.

10%

Training

Lead the development of knowledgebase, training outlines, user guides, and other training material for Operations Center software tools and utilities. Organize and conduct user training, overseeing the delivery of training to other Operations Center staff, new employees, and service area staff.

Evaluate outcomes to ensure that trained staff have sufficient knowledge and skill to properly use the software tools and utilities. Tasks will include, but not be limited to:

- Consult with management to determine required training for staff and customers.
- Lead other staff in the development of training materials and curriculum.
- Plan, organize, and lead the delivery of training to customers and staff.
- Provide onboarding training to new hires and other training to staff as needed.
- Evaluate customer feedback and observe staff improvement in performance of duties.
- Create reports and maintain data collected with customer feedback and observe staff improvement in performance of duties.
- Oversee, assess, and modify training to adapt to changes in the environment, toolsets, and services.
- Create and maintain reports for management on the status and effectiveness of training efforts.

5%

Processing Support Function

Conduct Mainframe Processing Support functions and tasks; Ensure customer jobs and applications are scheduled and run as necessary; Perform technical tasks to the OTech Online Schedule processes such as CIHELP and Netview application; Research and prepare reports, justifications, and summaries to disseminate information or request services for various Operations Processing needs and activities. Tasks will include, but are not limited to:

- Creating, deleting, updating, and finalizing all customer requests for scheduled regions and monitors.
- Perform daily scheduling processes, such as reviewing, implementing, and verifying requests to modify customer job and application schedules.
- Research and prepare reports, justifications, and summaries to disseminate information or request services for various Operations Processing needs and activities.
- Provide technical support for production batch scheduling services to internal and external OTech customers by analyzing and resolving varied processing problems and utilizing scheduling software such as ESP and Netview.

5%

Marginal Functions

- Stay current on technological advances by attending training.
- Provide suggestions for process improvement and refinement.
- Participate as a team member on projects and initiatives.
- Other related duties as appropriate for this position and classification.

Work Environment Requirements

- **Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).**
- May be required to work occasional off schedule hours.
- May be required to occasionally work overtime.
- May be required to carry pager or cell phone.
- Requires consistent and regular attendance.

Allocation Factors

Supervision Received:

The IT Spec I receives direction from the Information Technology Supervisor II.

Actions and Consequences:

The IT Spec I works independently at a high degree of technical level in the support of technology systems with significant responsibility for good judgment, appropriate response, and proactive engagement. Consequences for failure to take appropriate actions or communicate accurately may include financial loss to the State, a reduction in customer's ability to achieve their mission or goals, and negative publicity for CDT, or the State of California.

Personal Contacts:

The IT Spec I will work closely with all levels of State government employees and vendors.

Administrative and Supervisory Responsibilities:

None.

Supervision Exercised:

This level does not supervise but may lead.

Other Information

Desirable Qualifications:

- ITIL Certification and/or Network+ Certification.
- Experience with monitoring tools.
- Working knowledge of z/OS, JES2 and/or JES3 commands along with miscellaneous system tools or applications, such as TSO, ISPF, ESP, IOF, FTP, CUST, REXX, etc.
- Experience and extensive knowledge with TCP/IP, command line utilities, and troubleshooting activities.
- Knowledge of, and experience with Server and/or Network administration, including authentication and security.
- Knowledge of JCL and procedures.
- Knowledge of z/OS workload types and workflow, including major categories of interactive/batch jobs.
- Knowledge and experience with System Automation for z/OS.
- Ability to develop and maintain the knowledge and skills necessary to perform technical support and Service Desk-related tasks, using troubleshooting methods, technical resources, reference material, and diagnostic tools to identify incidents.
- Experience with system, network, or application troubleshooting.
- Experience working with ITSM software (e.g. ServiceNow, SharePoint, Microsoft Teams, Footprints, Cherwell) in the documentation and management of workload.
- Knowledge of, and experience in Server Patching.
- Thorough understanding of IT processes (ITIL, SDLC, PMBOK, BABOK).
- Ability to communicate effectively (verbally and in writing, as appropriate) in dealing with the public and/or other employees.
- Ability to communicate professionally and work effectively with all levels of management, staff, customer departments, and vendors.
- Ability to work independently and as a team lead within a collaborative team environment.
- Creative, self-motivated, and able to work with minimal instruction.
- Dependable and a history of excellent attendance.
- Ability to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment.
- Ability to complete assignments in a timely, effective, and efficient manner.
- Ability to adhere to all policies and procedures regarding attendance, leave, and conduct.
- Ability to explain complex technologies, processes, and products to customers.
- Ability to generate complex technical documentation.
- Strong communication, organizational abilities, and well-developed interpersonal skills.

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) Vacant	INCUMBENT SIGNATURE	DATE
SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.		
SUPERVISOR NAME (PRINT) Information Technology Supervisor II	SUPERVISOR SIGNATURE	DATE