



**Classification:** Information Technology Specialist II  
**Position Number:** 880-280-1414-033

**DUTY STATEMENT**

CURRENT       PROPOSED

<b>RPA Number:</b> 25-280-100	<b>Classification Title:</b> Information Technology Specialist II	<b>Position Number:</b> 880-280-1414-033
<b>Incumbent Name:</b> Vacant	<b>Working Title:</b> Windows Server Administrator	<b>Effective Date:</b> TBD
<b>Tenure:</b> Permanent	<b>Time Base:</b> Full-Time	<b>CBID:</b> R01
<b>Division/Office:</b> Division of Information Technology		<b>Section/Unit:</b> Server Operation Unit
<b>Supervisor's Name:</b> Doug McCauley		<b>Supervisor's Classification:</b> Information Technology Manager I

<b>Human Resources Use Only:</b>	
<b>HR Analyst Approval:</b> <i>Rebecca Ramirez</i>	<b>Date:</b>

<b>General Statement</b>
Under the general direction of an Information Technology Manager I (ITM I) and in accordance with the principles of exemplary customer service and the objectives of the State of California's, Regional Board Strategic Plan, the incumbent is expected to demonstrate courtesy, provide prompt responses to both internal and external customers, honor commitments, and incorporate feedback from customers when performing work assignments.
<b>Position Description</b>
The Windows Server Information Technology Specialist II is tasked with delivering prompt and professional support to staff using various communication methods, including phone, e-mail, Microsoft Teams, and in-person interactions. This role requires the Specialist to perform their duties independently, exhibit effective communication skills, manage multiple responsibilities simultaneously, and achieve proficiency in their tasks. Taking advantage of collaboration opportunities is expected and encouraged.



**Essential Functions (Including percentage of time):**

40%	<p>Serve as a technical and project subject matter expert for the Server Operations Unit (SOU) on advanced information technology systems, including Windows server maintenance and support, technical recovery planning, server backup management and reporting, and Azure cloud infrastructure. The Information Technology Specialist II optimizes architecture solutions to benefit the organization as a whole and significantly contributes to advising management or shaping information technology strategy and policy. Responsibilities include conducting risk assessments, recommending IT solutions, analyzing incident-related data, and determining appropriate responses. Develop implementation plans incorporating cost-benefit or return on investment analyses, and designs infrastructure configurations. Reviews software architecture to provide recommendations on technical and operational feasibility; plans, designs, and successfully implements using tools to align technology solutions with business strategies. As a project subject matter expert, the Information Technology Specialist II collaborates with both internal and external customers of the Division of Information Technology (DIT) to review and define specific server-related requirements, assess operational needs, make recommendations on server-based solutions, identify challenges and limitations, and propose strategies. Additionally, they design, test, deploy, and maintain server solutions. The Information Technology Specialist II is recognized as the Windows technical subject matter expert, providing ongoing support for Windows servers, VMWare VCenter, Rubrik, and other critical server-based solutions within the SOU unit. Understanding and managing SSL certificate lifecycles is a timely responsibility among the critical task within the SOU unit.</p>
30%	<p>Coordinate the testing of applications, database servers and back-up requirements; reviews and evaluate application server test results; discuss and make recommendations on the final proposed solution; implement customer-requested changes in a testing environment to ensure all necessary adjustments are properly completed prior to deployment; monitor the implemented solution to ensure it functions as expected; completely review user instructions and support documentation. Gain proficiency in the use of Cal/EPA Enterprise shared environment, MS Active Directory, Enterprise Rubrik Back-up solution, Windows Server Administration (both physical and virtual), coordination with the server and application owner to perform server OS upgrades. Be familiar with and adhere to the California State Information Management Manual (SIMM), State Administrative Manual (SAM), and Water Boards server operation procedures. Complete staff work and adheres to proper standards for IT.</p>



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<b>Marginal Functions (Including percentage of time):</b>	
10%	Ensure the quality of completed work is verified and validated. Aide in reviewing the work and procedures of peers. Develop and produce reports to identify potential improvement areas for the server operations; research, analyze, and recommend solutions for all server operation-related issues, or resolve them directly. Promote technical collaboration and mentoring within Server Operations, and other WB Units. The Information Technology Specialist II serves as the technical subject expert for VMware Windows production, development, and test server environments. Work closely with the Network Operations Unit.
10%	Address customer inquiries related to server operations in Service Now, including Windows server applications, Rubrik system backups, restoration issues, permissions, and stability issues. Research and suggest solutions. Participates in DIT staff meetings and training sessions.
5%	The responsibilities of the Technical Recover Plan (TRP) encompass all aspects of creating and maintaining Technical Recovery Plan documents, conducting Disaster Recovery exercises, documenting, and planning for Information System Recovery (ISRP).
5%	Perform other duties as required.
<b>Typical Physical Conditions/Demands:</b>	
The position requires extensive use of a computer, and the ability to sit/stand at a desk for extended periods of time. Ability to lift and carry up to 50 pounds. Ability to sit for extended periods of time while traveling.	
<b>Typical Working Conditions:</b>	
The incumbent will work in an office building that maintains a smoke-free environment. The standard work schedule is Monday through Friday, aligning with core business hours. Although not typically common, periodically the position also demands availability during non-standard hours, including evenings, weekends, and holidays, to address IT outages or other mission-critical tasks. Overnight travel within the state may be necessary to fulfill job responsibilities.	

<b>Supervisor Statement</b>		
I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.		
Supervisor Name	Supervisor Signature	Date



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Employee Name	Employee Signature	Date