

DUTY STATEMENT

		EFFECTIVE DATE
BRANCH Technology Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 626 - 1401 - 012	
DIVISION/UNIT IT Infrastructure & Operations/System Security Administration	CLASS TITLE Information Technology Associate	
INCUMBENT NAME Vacant	WORKING TITLE System Administrator	
CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.		
Under the general supervision of the System and Security Administration (SSA) Manager, the Information Technology Associate is responsible for providing access to CalSTRS mainframe, web applications and various systems, ensuring proper processes are followed so only authorized personnel gain access to CalSTRS' computing environment and services. These services are utilized by multiple business areas within CalSTRS and are considered crucial by those entities.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.	
30%	ESSENTIAL FUNCTIONS Security and System Management Monitor and manage the IT Service Management (ITSM) ticketing system for incidents, change orders, workflow tasks, and other service requests. Troubleshoot incidents and issues to resolution and completion. Create and maintain users and groups for multiple systems and perform various services to manage accounts. Utilize command line tools and scripting for user account management. Perform the provisioning of access, rights, and privileges to accounts within multiple systems. Perform account cleanup activities within multiple systems. Utilize best practices as described in the Information Technology Infrastructure Library (ITIL) to participate in the incident and problem management process. Assist with backup and recovery activities such as daily media management, troubleshooting, and assist with the restoration of files and folders. Monitor and manage CalSTRS tools, assist with remote access utilized devices, and set up web conferencing. Participate in the development of IT projects with a broad scope to assist with the installation, configuration, and implementation of various systems.	
30%	Security and System Planning Participate with teams on the planning for the design, implementation, maintenance, and enforcement of security and system policies, procedures, and standards on IT projects. Work with Release Management staff and Technology Services (TS) staff on the implementation of application-related security account administration and system management and maintenance activities. Participate with team members on the planning of releases through all phases of the System Development Life Cycle (SDLC). Participate in Agency Operational Recovery and disaster recovery planning and testing and daily backup and recovery activities. Participate as a team member to continuously improve existing security and related practices. Collaborate with other teams on continuous improvement of security and system processes and practices.	
20%	Security and System Maintenance Support the maintenance of various IT systems and software, server-based application upgrades, configuration, deployments, and integration with other systems. Assist with data refresh activities for server-based applications. Participate in project related activities concerning the maintenance of IT systems and software throughout the SDLC. Communicate with vendors, project leads, and various managers of CalSTRS business areas on system maintenance activities, troubleshooting, concerns, etc. Assist architects and mainframe staff with requests and inquiries. Assist with the maintenance of antivirus for desktop policies. Participate in security clean-up and continuous improvement efforts for systems. Understand basic scripting for user and modify existing scripts to assist in IT projects.	
10%	Auditing Collaborate with the Information Security Office on security audits, policies, and procedures. Participate in the security team to determine best practices in security and overall work methods. Develop, implement, and maintain processes, procedures, and documentation for security audits. Support the periodic reviews of user account access. Support and review the identification of security group ownership. Support and review a list of security group access. Audit current account access against requested access.	

5%

Research and support of Unit's core technologies. Maintain a familiarity with ITIL or other frameworks, emerging security technologies, trends, and best practices.

5%

MARGINAL FUNCTIONS

Provide status reporting on projects and activities performed as team member or lead. Create and/or update infrastructure documentation, guides, test cases, and project documentation. Attend meetings as needed.

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies located in the [Competency Guide](#) on Central.

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Prolonged periods of standing or sitting
- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 10 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED