

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

INFORMATION TECHNOLOGY SPECIALIST I

POSITION NUMBER:

800-762-1402-004

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

ISD / OPERATIONS AND MANAGEMENT BRANCH

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

SERVER SECTION - STATE

SUPERVISOR'S NAME:

Stevan Fernandes

SUPERVISOR'S CLASS:

INFORMATION TECHNOLOGY SUPERVISOR II

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☒ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☒ Requires repetitive movement of heavy objects.
- ☒ Performs other duties requiring high physical demand. (Explain below)
- ☐ None
- ☒ Other (Explain below)

The incumbent must be able to lift and carry IT equipment which can weigh up to 35 lbs. Due to installation/relocation activities, may require extensive time standing and walking, and occasional travel statewide. Fingerprint clearance is required.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

N/A

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

N/A

MISSION OF ORGANIZATIONAL UNIT:

ISD's mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units.

ISD accomplishes this by:

- effectively managing information systems and equipment;
- planning, communicating and implementing responsible information technology policies and solutions; and,
- sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

Under the general direction of the Section Information Technology Supervisor II, the Information Technology Specialist I is responsible for managing and securing the IT Infrastructure and Databases for CDSS. As Part of the server team, you will help to integrate existing and new IT technology to solve business changing needs. Server team helps to define and enforce security policy, plan and procure resource, protect CDSS data and investments, and provide a secure way to access resource from internal as well as external. Works with consultant and development teams to assist in setup the hosting environment and securing access to the application.

A. RESPONSIBILITIES OF POSITION:

Enterprise System Administration & Operations (45%)

Perform direct administration of enterprise-wide system operations, including system patching, upgrades, monitoring, logging, and performance tuning. Ensure availability, stability, and security of mission-critical environments supporting social services programs. Design, install, monitor, and maintain all aspects of servers, including enterprise servers, firewalls, redundancy/failover hardware and software, and virtual servers. Maintain storage and network requirements utilizing Storage Area Networks (SANs), Network Attached Storage (NASs), Redundant Array of Independent Disks (RAIDs), and cloud-based storage solutions. Perform installations, modifications, updates, and maintenance on multiple versions of operating systems in multi-processor and cloud environments. Allocate hardware and cloud resources when required. Administration and health of the organization's identity and directory infrastructure, including Entra ID and on-premises Active Directory (Domain Controllers, AD DS, FSMO roles, Group Policy, DNS, DHCP, and WINS). Administer identity and access controls, including Single Sign-On (SSO) and Multi-Factor Authentication (MFA), in partnership with Entra ID. Collaborate with internal Cloud Services team members to analyze requirements and create recommendations for deploying cloud computing solutions based on business needs, objectives, and existing infrastructure. Provision, configure, and manage cloud resources including compute, storage, networking, and security services (e.g., virtual machines, containers, databases, load balancers, VPCs/subnets, IAM roles). Design, provision, and deploy scalable, resilient cloud infrastructure using Infrastructure as Code (IaC) tools such as Terraform, AWS CloudFormation, or Azure ARM/Bicep templates. Develop PowerShell, Python, and Bash automation tools to streamline routine system operations. Automate provisioning, configuration management, patching, and scaling to support high-availability requirements for social services applications. Migrate on-premises workloads to cloud environments while minimizing disruption to program operations. Contribute to the implementation and maintenance of backup, recovery, and disaster recovery procedures in cloud environments. Perform research, development, deployment, and technological operations necessary to configure and deploy complex system environment components. Perform routine database maintenance, recovery and fail-over of a database.

Virtualization and Infrastructure Oversight (25%)

Provide technical direction and oversight to system administrators responsible for server environments, Hyper-V, VMware vSphere, ESXi clusters, SAN/NAS storage platforms, Citrix, Nerdio, Amazon WorkSpace and Azure Virtual Desktop. Ensure accuracy, consistency, and performance of work performed across virtualization and infrastructure platforms. Monitor system health, dashboards, incident alerts, and performance indicators to proactively identify issues. Provide Tier III escalation support for complex issues involving systems, cloud platforms, AVD, and identity-support functions. Investigate outages, perform root-cause analysis, coordinate corrective actions, and communicate impacts to management and stakeholders.

Monitoring, Performance Optimization, and Incident Response (15%)

Configure and maintain monitoring, logging, and alerting systems (e.g., CloudWatch, Azure Monitor, Microsoft Sentinel) to track system health, resource utilization, and performance metrics. Perform capacity planning, cost optimization, and resource tagging to align with state fiscal accountability and budget constraints. Use system monitoring tools for performance tuning, troubleshooting, and file system maintenance. Modify operating systems and cloud components to optimize system performance. Respond to and resolve infrastructure incidents; troubleshoot and resolve infrastructure issues. Participate in root cause analysis and implement preventive measures to ensure service continuity for time-sensitive social services delivery

Mentoring (10%)

Providing technical and professional leadership and coach more junior level CDSS staff. Promoting an open and proactive approach to collaboration and mentoring. Developing training material and test environments for CDSS staff. Other Duties (5%) - Complete other duties as required within the classification specification.

B. SUPERVISION RECEIVED:

The IT Spec I receives direction from the IT Supervisor II, who will ensure staff is sufficiently aware of the Bureau, Branch, Division, and Departmental goals and policies to support them through project activities and management actions.

C. ADMINISTRATIVE RESPONSIBILITY:

Reinforces with subordinate staff the Bureau, Branch, Division and Departmental goals and established policies and procedures to support them through work assignments. Creates, reviews and recommends effective policies and procedures for IT and telecom support, procurement, deployment and usage. The IT Specialist I works closely with the Program management staff and provides technical assistance on Division-specific applications, and helps to maintain the Division Operational Recovery Plan, Business Continuity and Contingency Plan, and the Agency Information Management Strategy (AIMS) report. The IT Specialist I reviews and recommends approval for all hardware and software purchase requests; oversees inventory maintenance; the periodic refresh of hardware and software; ensures the divisions are in compliance with all IT policies and reporting on work activities through the Call Tracking System.

D. PERSONAL CONTACTS:

The IT Specialist I has daily contact with other technical staff and management. The IT Specialist I also works with program areas, customers, other government agencies (State, County and Federal) and vendors.

E. ACTIONS AND CONSEQUENCES:

The Department's information technology infrastructure is dependent upon the actions taken by this position. This is the Department's advanced specialist and the position is involved, on a consultative basis, in all projects and system deployments. The research and recommendations from the incumbent will affect technical decisions and directions for years to come. Poor judgment by this individual could have far-reaching negative consequences for the Department's programs.

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. This position requires a background investigation, including a criminal conviction history screening, before hire (IRS Publication 1075). Applicants are required to submit fingerprints via the Live Scan process to the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). Background investigation clearance is a condition of employment for this position. The incumbent must possess strong customer service skills and be able to work in a team environment, as well as independently.

The incumbent must also possess comprehensive knowledge of how IT and telecom equipment works, operating systems and application software. The successful candidate will also possess strong analytical skills, and excellent interpersonal and communication skills. The job requires some travel to other regional offices within California.