

DUTY STATEMENT

Employee Name:	Position Number: 580-155-1414-008
Classification: Information Technology Specialist II (System Engineering)	Tenure/Time Base: Permanent/Full Time
Working Title: Infrastructure Support Lead	Work Location: 850 Marina Bay Parkway, Building F, Room 270, Richmond, CA 94804-6403
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Data Center Operations & Services Branch/ Richmond Operations Services Section

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating customer focused solutions that are responsive and agile; supporting a modern infrastructure, tools, architecture, and standards; to effectively provide efficient services following service level agreements. The Information Technology Services Division (ITSD) leverages data and technology to create sustainability across CDPH by creating efficient solutions that meet customer

expectations and reduce waste. As well as, creating innovative solutions, strengthening partnerships and collaborations, and embracing technology.

The incumbent works under the general direction of the Information Technology Manager I, Chief, Richmond Operations Services Section. The Information Technology Specialist II (ITS II) administers the most complex enterprise systems in the virtual and cloud services environments. The ITS II serves as the primary point-of-contact for infrastructure support for the Richmond Campus , performing the most complex and difficult tasks. The ITS II consults with, and provides guidance to, information technology (IT) and program staff for all IT infrastructure administration workloads, including technical requirements development, building and deploying systems and servers, and monitoring, tuning and troubleshooting systems for optimal performance and system availability.

The ITS II performs duties in the System Engineering domain.

Special Requirements

- ☒ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: 5% travel to Sacramento, CA for meetings and/or training.
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 25% Maintains expert working knowledge of industry technologies, best practices, and trends; makes recommendations to management on the adoption of new tools, platforms, processes, and procedures to improve operational efficiencies. Designs, configures, and manages standards of requirements for project plans for information technology projects, while ensuring adherence to budget, schedule, and scope. Reviews software architecture and makes recommendations regarding technical and operational feasibility. Conducts security analyses, and reports statuses to leadership; performs risk assessments and recommends information technology solutions on CDPH information security processes; analyzes incident-related data and determines the appropriate response; develops implementation plans including cost-benefit or return on investments. Writes technical documentation/end user training of complex systems, processes, and procedures with sufficient detail to enable other technical staff to support and maintain systems. Provides high-level technical expertise, leadership, communication, and mentoring support to project team members, technical staff, vendor consultants, and program customers aligning with technological modernization strategies in support of CDPH programs.
- 25% Manage all aspects of planning, designing, implementing, and supporting the Richmond Laboratory Campus Data Center operations, including server infrastructure. Provide expert level system administration to support CDPH's Azure cloud services and virtual server environments. Plan, develop, maintain, and implements virtual hosting environments. Develop and maintain secure operating system server templates utilizing command line scripting tools

to automate installation of Windows and SQL virtual servers. Utilize expert level administrative experience to support all facets of VMWare technologies. Provides VMWare technical guidance and presents recommendations to all levels of CDPH management. Perform configuration management and release management for system components. Verify stability, interoperability, portability, security, or scalability of system architecture. Provides Microsoft SQL Server, Linux, Storage Area Network, Load balancing - F5, and Netscaler system administration. Manage firewalls and switches. Provide expert level cloud services system administration to support CDPH's virtual server environments. Act as technical specialist for all cloud technology requests. Troubleshoots elevated cloud services and application issues.

- 20% Monitor, tune, and troubleshoot systems for optimal performance and system availability. Monitor and analyze system audit files, including security, application, and system files to resolve all issues in the CDPH virtual system environment including performance. Design, analyze, approve and implement security access controls. Perform all functions of administering Microsoft's Azure cloud-based identity and access management system, including user, group and service account creation and maintenance, group policy creation and administration. Perform research on best practices for design and configuration.
- 20% Collaborate effectively with many diverse organizations and individuals to achieve objectives. Meet with customers to identify business needs, identify necessary resources, and develop schedules to implement solutions. Analyze complex business IT issues in support of program staff for the enterprise. Meet with vendors, program staff, and technical staff from the California Department of Technology, Department of Health Care Services, and other state departments as needed. Lead and train staff to develop plans, schedule resources, develop timelines and resolve technical issues. Coordinate infrastructure system design, modification, upgrade, and implementation projects. Keep management, customers, and staff informed of the status of projects and systems.
- 5% Prepare system, procurement, and technical documents. Document physical and logical designs, hardware and software specifications, system requirements, and system test specifications and results. Document project scope, deliverables, schedule and budget.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as assigned.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
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Supervisor's Signature	Date	Employee's Signature	Date
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HRD Use Only:

Approved By: J.A.

Date: August 26