



DUTY STATEMENT

INFORMATION TECHNOLOGY SPECIALIST I

Server Operations Specialist

Under the direction of the Information Technology (IT) Supervisor II, the Information Technology Specialist I is responsible for the architecture, design, configuration, operation, and maintenance of CUIAB's servers in the System Engineering Domain. The IT Specialist I is expected to communicate effectively, both orally and in writing, with subordinates, peers, clients, customers, and higher-level staff.

DUTIES AND RESPONSIBILITIES OF POSITION

IT Domains used:

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|---|--|
| ☐ Business Technology Management | ☐ IT Project Management |
| ☐ Client Services | ☐ Software Engineering |
| ☐ Information Security Engineering | ☒ System Engineering |

ESSENTIAL FUNCTIONS

<u>Percentage</u>	<u>Function</u>
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- | | |
|-----|---|
| 45% | <p>Advises, creates, or participates in the design of server architecture, standards, and methods to support organizational needs.</p> <p>Conducts research and performs analysis of business requirements and CUIAB IT systems to recommend server upgrades, cost-effective solutions, and process improvements to meet current and future needs.</p> <p>Consults with stakeholders to identify server requirements and recommends technology, hardware, software, and plans installation.</p> <p>Coordinates or carries out server installation, operations, maintenance, repairs, and/or upgrades, and prepares server system documentation as needed.</p> <p>Executes test plans for server upgrades or releases.</p> |
| 25% | <p>Monitors server performance for irregularities and continued performance. Implements back-up and recovery strategies. Authenticates proper users, audit controls, and server system access.</p> <p>Troubleshoots, tracks, and conducts root cause analysis of server issues utilizing standard procedures until resolved or escalated.</p> |
| 10% | <p>Manages lifecycles of server products, monitors end-of-life dates for servers products, maintains and implements replacement plans at end-of-life. Uses software for deployment, documentation, and maintenance of software and systems.</p> |
| 10% | <p>Collaborates with other IT domain areas, participating in weekly IT coordination meetings to coordinate project efforts, and to identify and discuss server and system improvements. Acts as Subject Matter Expert (SME) on projects to innovate CUIAB's business environment.</p> <p>Conducts joint security or business continuity tests and drills to counter</p> |



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server security threats or breaches.

5% Complies with all State Information Technology security, privacy, HIPAA, and other applicable federal and state policies and regulations. Attends meetings and training as required.

May serve in a lead capacity over lower-level staff. Travel may be required to carry out functions.

NONESSENTIAL FUNCTIONS

<u>Percentage</u>	<u>Function</u>
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5%	Performs other duties as assigned.
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I have discussed the duties of the position with my supervisor and have received a copy of the duty statement.

EMPLOYEE'S SIGNATURE

DATE

I have discussed the duties of this position with the employee.

SUPERVISOR'S SIGNATURE

DATE