

DUTY STATEMENT

		EFFECTIVE DATE
BRANCH Technology Services Branch	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 626 - 1414 - 045	
DIVISION/UNIT IT Infrastructure & Operations/IT Infrastructure Services	CLASS TITLE Information Technology Specialist II	
INCUMBENT NAME Vacant	WORKING TITLE Senior Cloud Infrastructure Engineer	
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 direction of the IT Infrastructure Services Manager, the Information Technology Specialist II will act as the Senior Cloud Infrastructure Engineer, and is responsible for the administration, management, implementation, troubleshooting, and support of IT Infrastructure systems, including but not limited to server, storage, load balancer, virtual private cloud and disaster recovery, with an emphasis on cybersecurity and protecting CalSTRS assets. The Senior Cloud Infrastructure Engineer will work independently with minimal supervision and is responsible for the deployment, implementation, and support of secure cloud services and systems. The incumbent will be responsible for various Cloud Service systems, including but not limited to, Amazon Web Services, Azure Cloud Services, public cloud infrastructure, cybersecurity, co-location environments, Active Directory, enterprise storage, authentication, PKI, and web-tier architecture solutions. Collaborating with other technical engineers, the Senior Cloud Infrastructure Engineer is responsible for providing expert level technical knowledge and leadership on cloud and cybersecurity best practices, IT Infrastructure technologies, as well as collaborating with project team members and vendor consultants for the development, implementation, and maintenance of the CalSTRS' on-premises and cloud IT environments. The Senior Cloud Infrastructure Engineer will ensure IT systems and solutions are in alignment with CalSTRS' business strategy and IT cybersecurity policy. The position is required to be on a rotational standby status during evenings, weekends, and holidays to provide after-hours support for mission critical systems. After-hours support rotations will be scheduled in advance as much as possible.		
% 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 Responsible for implementing and maintaining systems and solutions in CalSTRS cloud, server, and storage infrastructure. Duties include, but are not limited to, plan, organize, coordinate, and provide expertise with respect to ensuring secure hybrid cloud server/storage operations, concepts, processes, and principles. Provide in-depth technical infrastructure administration, implement cloud solutions, and provide support for infrastructure operations in a highly secure architecture. Ensure the cloud infrastructure is responsive to evolving business needs while maintaining the protection of CalSTRS data. Minimize disruption to IT services by implementing and monitoring security measures that are compliant with CalSTRS security policies/practices, as well as relevant legislation and guidelines. Implement effective cybersecurity controls on hybrid cloud networks. Act as a lead to provide guidance and expertise on data integrity, IT service availability, and the implementation of secure IT solutions. Perform lead functions and mentoring to staff, project stakeholders, and management when diagnosing infrastructure problems and developing effective solutions. Perform the duties of a subject matter expert on project teams, including the ability to lead, manage, and participate in enterprise IT projects which may involve vendors and/or contractors.	
30%	In collaboration with other technical staff, develop, document, and diagram technical solutions for IT infrastructure, including cloud services. Communicate technical information and documentation to management and other technical staff. Provide expert guidance and mentorship to staff members in the development and maintenance of the IT Infrastructure operational plans. Prepare and review IT infrastructure designs, diagrams, and other technical documentation to ensure adherence to IT infrastructure strategy and IT cybersecurity standards are met.	
20%	Lead or participate in quality assurance reviews of project/program architectural designs and deliverables. Act as a lead in the effort to improve our disaster preparedness through enhancing disaster recovery processes, supporting backup and recovery processes, lead and represent team in disaster recovery exercises, as well as develop and review recovery documentation. Assist in IT audit activities, such as	

15%	creating documentation for policies and configurations of IT systems, as well as remediation task identified as exceptions to standards and best practices. Provide technical expertise and guidance to project and program teams. Provide training, mentorship, and knowledge transfer to staff within the unit, internal customers, and project team members. Research and stay current on IT industry and technology trends. Attend IT conferences to enhance capabilities to solve IT challenges and opportunities. Assess new technologies, services, or methodologies to meet business needs and align with our IT infrastructure strategy. Analyze current business and IT environments to detect critical deficiencies. Recommend IT solutions and processes for improvement to business needs and IT service offerings.
5%	MARGINAL FUNCTIONS Define, develop, and document IT services, policies, procedures, and projects. Attend, participate and lead meetings. Build meeting agendas, perform scribe duties, facilitate meetings, and follow up on action items. Make oral and written presentations. Communicate effectively orally and in writing in both technical and non-technical terms. Mentor, train, and guide technical staff within the unit.

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
- Ability to provide after-hours support during weekends, holidays, evenings, and when needed

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

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