

DUTY STATEMENT
TECH 052 (REV. 02/2018)**PROPOSED**

26-055

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).**INSTRUCTIONS:** Before completing this form, read the instructions located on last page.**Section A: Position Profile**

A. DATE 10/12/26	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME VACANT
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		E. POSITION WORKING TITLE Systems Engineer
F. CURRENT POSITION NUMBER 695-362-1402-014		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-362-1402-XXX
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Infrastructure Services/Compute & Storage/Infrastructure Orchestration & Cloud/ Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Vishal Laroyia, Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY-FRIDAY (BETWEEN 7AM TO 6PM)		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK ☒ YES ☐ NO DRIVING AN AUTOMOBILE ☐ YES ☒ NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) ☐ Business Technology Management ☐ IT Project Management ☐ Client Services ☐ Information Security Engineering ☐ Software Engineering ☒ System Engineering
	Organizational Setting and Major Functions Under the direction of the Cloud/Infrastructure Orchestration Information Technology Manager I (ITM I), the Information Technology Specialist (ITS I) is responsible for working with service areas throughout the California Department of Technology (CDT) to reduce repetitive tasks by automating and orchestrating processes that ensure high availability, scaling, failure recovery, dependency management, and numerous other tasks and attributes into single processes that allow for self-service ordering and minimizing staff effort. ITS I should also have deep understanding Cloud technologies under IaaS/PaaS offerings for AWS, Oracle, Google and Azure, VMWare cloud technologies. The ITS I will use scripting and infrastructure technologies, cloud technologies to serve CDT customers. The ITS I must have expert level knowledge of Cloud, scripting and infrastructure technologies used to manage interconnections and interactions among workloads in private and public cloud infrastructure.
% of time performing duties 40%	Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%). Provide system administration and support for CDT Office of Technology Services (OTech) Cloud and Orchestration Services. • Provide technical consulting solutions to CDT customers in the domain of private and public cloud infrastructure as a service. • Participate and assist in cross-functional CDT and vendor teams to document, design and deploy a broad range of Cloud computing solutions. Provide technical consulting solutions to CDT customers in the domain of private and public cloud infrastructure as a service. • Work with internal CDT Cloud Services technical team members to analyze and create recommendations for deploying technical cloud computing solutions based on current business needs, objectives, and existing systems infrastructure. • Collaborate with clients, partners, and CDT technical staff to gather data required to identify areas for enterprise benefit and risk reduction. • Assist in the development of technology solutions that leverage cloud computing and CDT service offerings. • Participate in the research, analysis, and design of modifications to new and existing automation and orchestration services, work with partners, customers and cross functional teams. • Participate in the review and analyzing data for recommended of the most suitable technical architecture and solutions.

- Participate with stakeholders in the identification and mitigation of all Infrastructure.
- Research and develop assessments and recommendations to the IT Mgr. I and project team members of CDT's IT Cloud architecture designs and proposed solutions.
- Assist with the research and development assessments and recommendations to the IT Mgr. I and project team members of CDT's IT Cloud architecture designs and proposed solutions.
- Provide Linux expertise in implementing, administering and tuning large scale UNIX server- based environments in a virtualized/Cloud operating system infrastructure.
- Plan, design, and administer the Linux operating system in a multi-user environment.
- Provides operational support for user accounts, backups, and security.
- Provide Windows expertise in implementing, administering and tuning large-scale Windows server-based environments in a virtualized/Cloud operating system infrastructure.
- Plan, design, and administer the Windows operating system in a multi-user environment.
- Performs system problem determination procedures, including running diagnostics, analyzing error logs, and carrying out dumps on the system for Windows, Linux, and cloud- native products.
- Design and develop automation capabilities to reduce or eliminate manual tasks related to infrastructure delivery and operations.
- Assist in designing and implementing cloud-based infrastructure following best practices for scalability, security, and cost efficiency across AWS, Azure, or Google Cloud.
- Support the development of Infrastructure as Code (IaC) solutions using Terraform, ARM, or CloudFormation to ensure repeatable, automated deployments.
- Implement monitoring, logging, and alerting frameworks to enhance cloud system observability and improve operational efficiency.
- Work with senior engineers to optimize cloud resource allocation, balancing performance and cost-effectiveness based on workload demands.
- Stay updated on cloud technology trends, contributing ideas for process improvements and emerging tool adoption.

Work on major projects of Cloud and Orchestration Services.

Independently lead major projects of the Cloud and Orchestration Services Unit.

- Independently plan, forecast, design, install and test automation and orchestration technologies for CDT OTech Cloud and Orchestration Services.
- Participate in planning, forecasting, design, installation and test automation and orchestration technologies.
- Plan and process automation and orchestration and enhancements.
- Participate in the research, analysis, and design of modifications to new and existing automation and orchestration services, work with partners, customers and cross functional teams.
- Participate in the research and development of new and enhanced email infrastructure applications, functionalities, and service strategies.
- Create and provide reports as per business need

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

The IT Spec I is to provide technical support of CDT's cloud-related technologies. These responsibilities include:

- Maintain and support CDT's cloud computing service offerings.
- Assist in CDT service areas, as well as stakeholders, in regard to troubleshooting Cloud- based issues and service requests.
- Participate in the development of a strategy to track and monitor cloud-based infrastructure to ensure customer and CDT business commitments are met.
- Provide reports and status updates of CDT cloud computing incidents and service requests.

35% of time performing duties

10%

- Participate in provisioning new Off-Premises cloud environments for customers and other CDT service areas.
- Evaluate, test and recommend new cloud technologies and services for inclusion into the CDT service catalog.
- Collaborate with customers on cloud-based computing incidents and service requests
- Develop recommendations to increase the efficiency of CDT cloud computing service offerings.

The IT Spec I perform a variety of project activities to implement enterprise business objectives:

- Participate in meetings with customers to assist with designing IT modernization strategies.
- Work with the Office of Technology Services (OTech) Technical Staff to assist customers to align cloud computing technologies with business needs, help identify the most appropriate resource for identified workloads.
- Aid customers in testing, deploying and provide technical assistance to ensure success in the customers long-term IT modernization efforts.
- Perform research and analysis in the application of referenced architecture and strategic direction of cloud computing technology methods and standards.
- Assist in compiling data for developing the best technical solution to solve the existing business problems.
- Participates in meetings related to the designated projects with CDT service areas, customers, and partners.

10%

The IT Spec I maintain knowledge of cloud-related technologies through ongoing research and development. These responsibilities include:

- Participate in CDT Cloud Services team, strategic vendors and partners meetings to review product roadmaps, strategies, propose proof of concepts and identify gaps and solutions.
- Monitor and track new technological advances in application development and information technologies.
- Research, analyze, and formulate technical solutions to address challenging development and integration problems within cloud environments.
- Perform research activities to identify emerging technologies and trends that may affect CDT and its partners.
- Maintain awareness of vendor/product industry developments, regulations and trends and identify potential impacts to the enterprise.

5%

Perform other job-related duties as required within the Major Functions of the Infrastructure Orchestration, Cloud Services

Work Environment Requirements

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

- May be required to travel to various offices and locations throughout the state and surrounding areas to provide client services, attend meetings, conferences and training.
- May be required to travel via private or public transportation including overnight lodging.
- May be required to carry a mobile device and be available by phone and email.
- May be required to work outside of normal business hours with periodic off-shift and weekend work.
- Works in an office environment operating a laptop, keyboard, mouse, monitor(s) and printers under non-natural lighting for prolonged periods.
- Must maintain consistent, predictable attendance.
- Professional business attire may be required.
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI)

Allocation Factors (Complete each of the following factors.)**Supervision Received:**

The Information Technology Specialist I will be under the direction of the Cloud/Infrastructure Orchestration Information Technology Manager I.

Actions and Consequences:

Decisions made, the direction given, and responsibilities assigned to the IT Spec I directly impact both the CDT ability to provide quality, reliable computing services, and the client's ability to perform their mission-critical programs. Failure can result in system degradation and outages that affect a broad range of California State services to the public.

Personal Contacts:

The IT Spec I work closely with the department's technical personnel and will have frequent contact with all levels of staff and management, as well as vendors, to advise, plan, implement and support advanced Cloud Computing initiatives. Has frequent contact with Infrastructure subject matter experts, management, staff, and sub-organizations to CDT to ensure that state procedures are followed, and that critical issues and policies are well understood and acted appropriately upon. Represent the CDT in a way that will enhance public respect for and confidence in the employees, Department and State Government.

Administrative and Supervisory Responsibilities:(Indicate "None" if this is a non-supervisory position.)

None

Supervision Exercised:

None, but may act as team leader on cloud computing projects.

Other Information**Desirable Qualifications: (List in order of importance.)**

- Project experience documenting, migrating and deploying cloud-based solutions.
- Excellent verbal and written communication, time management, presentation, and organizational skills.
- Hands-on, technical cloud computing experience.
- Knowledge of key trends and emerging technologies that can enhance or impact the solution architecture to maximize the value of CDT Cloud offerings.
- Knowledgeable of software-defined network concepts, Cloud computing, and Platform as a Service methodology.
- Creative ability demonstrated with innovation and hybrid cloud strategy generation.
- Supporting a culture of idea generation and innovation.
- Understand cross product implications.
- Customer-focused with an ability to learn and adapt quickly to new technologies and environments while being able to see and present the "big picture."
- Participate in cross-functional teams to deliver collaborative services using IaaS+PaaS, and a combination of SaaS solutions.
- Strong analytical and problem-solving skills with the ability to remain calm under pressure.
- Familiarity with security principles around public cloud environments.
- Performance analysis, troubleshooting and remediation techniques.
- Basic understanding of compliance as it relates to the cloud covering vertical market and sovereign regulations.
- Participate with a cross department-functional team to establish a cloud operational governance framework.
- Knowledge of routing protocols and their application.
- Knowledge of DNS, DHCP, TCP/UDP, and IP addressing.
- Working knowledge (3-5 years' experience) in Linux administration and engineering (REHL, Ubuntu, CentOS).
- Knowledge of LDAP and other authentication methods.
- Knowledge of DevOPS and automation/configuration tools such as Ansible, Cloud Formations, and Azure Resource Manager.
- Knowledge of Git.
- Working knowledge in Windows Administration and engineering to include AD, SCCM, SCOM and other Microsoft Windows tooling.

- Experience in technology strategy development.
- In-depth knowledge of Data Center operations.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)

INCUMBENT SIGNATURE

DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)

SUPERVISOR SIGNATURE

DATE