DEPARTMENT OF DEVELOPMENTAL SERVICES
INFORMATION TECHNOLOGY DIVISION
TECHNOLOGY INNOVATION AND INTEGRATION OFFICE
INFRASTRUCTURE SERVICES

DUTY STATEMENT

JOB TITLE: Information Technology Specialist I **POSITION #:** 472-513-1402-001

WORKING TITLE: IBM System Administrator & AWS Infrastructure Specialist

EMPLOYEE:

POSITION DESCRIPTION: Under direction of the Information Technology Supervisor II, the Information Technology Specialist I (ITS I) provides technical administration, maintenance and operations (M&O), and support for the Department's IBM Power Systems running IBM i. The WAN environment supports 21 Regional Centers, five Developmental Centers, and two development systems used for the development, testing, and deployment of State software. The incumbent performs system administration, health monitoring, routine PTF maintenance, security administration, backup and recovery, communications and connectivity, system application support, and break/fix troubleshooting. The incumbent fulfills operational support requests and works with Department teams, regional center/developmental center administrators, CDT, IBM, data center providers, cloud service providers, and other vendors to maintain system operations and resolve technical issues.

SUPERVISION EXERCISED: None.

SUPERVISION RECEIVED: Reports to and is under direction of the Information Technology Supervisor II.

DOMAIN(S):

Client Services:	moderate skills
Business Technology Management:	moderate skills
Software Engineering:	basic skills
IT Project Management:	basic skills
System Engineering:	critical skills
Information Security Engineering:	moderate skills

EXAMPLE OF DUTIES:

Essential Job Functions:

35% Provide first and second-level support for the IBM iSeries system administrators. Troubleshoot transmission, connectivity, system error messages, job errors, log files, and backup issues. Document resolutions and assist Service Desk staff to resolve fewer complex issues. Independently perform assigned technical work, troubleshoot system and application issues, document resolutions, and continue developing IBM i, IBM Power Systems, AWS, and related technical skills.

30% Technical support for AWS core services, including S3, EC2, RDS, Transfer Family, AWS Backup, and patching. Provision, configure, and maintain AWS resources, monitor system performance, and respond to incidents.

20% Work with files (objects) and file systems (libraries), integrated file system (IFS) and the involvement in IBM iSeries web services and image catalogs. Work with subsystems, queues, and jobs. Create and manage user authority and profiles. Analyze error reports, test program changes and assist program temporary fixes (PTFs). Maintain job schedulers for headquarters and regional centers. Performs assigned security, backup, recovery, and disaster recovery activities in accordance with established configurations, procedures, policies, and standards and escalates issues requiring advanced engineering, architecture, or security support.

10% Coordinate hardware and software maintenance agreements for regional centers, headquarters, and developmental centers IBM iSeries. Work with the California Department of Technology, CDT to configure and maintain network connectivity for Department and regional centers. Establish, maintain and cancel system support services (contracts/applications) as required.

Marginal Job Functions:

5% Complete other required duties within the scope of the classification.

WORKING CONDITIONS: Open-spaced, partitioned office environment, required to perform extensive computer-based work, utilizing a computer a majority of the workday. The position may require occasional lifting, moving, or transporting of materials and equipment weighing up to 25 pounds. The incumbent may be required to provide 24-hour, 7-day-a-week on-call support and occasional weekend support as needed to meet operational requirements. Additionally, the position may require occasional travel, including both day and overnight trips. This position is a hybrid, in-office/telework position, and may be subject to change. Incumbent can be required to report to the office, or any designated location at any time. Telework agreements can be modified and/or cancelled at any time.

DESIRABLE SKILLS AND EXPERIENCE:

Knowledge of: PK Ware encryption or similar encryption software and the IBM iSeries platform; technology recovery procedures and associated documentation is essential, along with experience gathering, documenting, and communicating detailed technical designs; system planning, implementation, maintenance, and replacement; IBM i administration training; Amazon Web Services (AWS) or similar cloud technologies.

Ability to: Analyze, troubleshoot, and utilize problem-solving skills to diagnose and resolve system and application issues; work in a Wide Area Network (WAN) environment and effectively collaborate with a diverse range of internal and external users; provide direct customer service, contract maintenance, and technical support, as well as a comprehensive understanding of technology life cycles and their impact.

CERTIFICATION OR LICENSE: None.

Employee Name (Print)	Employee Signature	Date

Supervisor Name (Print)	Supervisor Signature	Date

Employee and Supervisor acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.