STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052 CURRENT

COMMAND/ORGANIZATIONAL UNIT	DIVISION			
Information Technology Section/Technical Services Group	Information Management Division			
CIVIL SERVICE CLASSIFICATION TITLE	BARGAINING UNIT	TENURE	TIME BASE	INTERMITTENT HOURS PER MONTH
Information Technology Specialist I	R01	Permanent	Full-Time	
POSITION NUMBER	CURRENT DATE			
388-041-1402-081	11/17/2023			

DESIGNATED POSITION FOR CONFLICT OF INTEREST	CONFIDENTIAL DESIGNATION	FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY	
		APPROVED BY	DATE
☐ YES ☑ NO	☐ YES ☑ NO		

FUNCTION OF POSITION

Under the general direction of the Information Technology Supervisor II, the Information Technology Specialist I is responsible for functioning as part of a team of systems administrators supporting storage area networks (SAN) and Windows servers and is responsible for the activities associated with procurement; system planning; installation; configuration; security scanning and remediation; upgrading, installing, and supporting applications; system tuning; backups and restores; patching; documentation; proactive monitoring systems for performance; and troubleshooting across multiple instances (development, test, and production) on servers running primarily Microsoft Windows and legacy operating systems. The Information Technology Specialist I develops implementation and maintenance plans for functionality of physical and virtual servers, SANs, fabric switches, and enterprise backup and recovery systems. These systems reside on physical, virtual, and Cloud infrastructure for the Technical Services Group.

SUPERVISION RECEIVED

The Information Technology Specialist I reports directly to and receives the majority of their assignments from the Information Technology Supervisor II. However, direction and assignments may also come from the Information Technology Manager I.

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

At times, this position requires after hours support. Travel may be required.

SPECIAL PERSONAL CHARACTERISTICS

PERCENTAGE OF TIME PERFORMING DUTIES	**Essential Functions**
20%	Systems Engineering: Provides comprehensive IT support for Microsoft and legacy operating systems across development, testing, integration, and production environments. Performs SAN and server capacity planning and monitoring, as well as storage, memory, network circuit utilization, security, and reliability of design activities ensuring optimal performance, resource utilization, and security. Manages data backups, cloud storage, logs, and tenant health, safeguarding critical information and ensuring system availability. Collaborates on hardware and software specifications, design, configuration, and deployment for both Cloud and on-premise data centers. Develops and maintains disaster recovery procedures for both Cloud-based and on-premise systems, ensuring business continuity. Conducts regular audits and vulnerability tests to identify and mitigate potential security risks. Creates implementation and maintenance plans for physical and virtual servers, SANs, fabric switches, and enterprise backup and recovery systems. Manages Structured Query Language (SQL) database server functionalities for space utilization and enterprise directory service components. Oversees identity and access management, directory services, workflow, security, provisioning, and compliance.
20%	Information Security Engineering (for the server environment): The Information Technology Specialist I serves as the technical expert to collect, analyze, and preserve data as part of the data center server and data security. The Information Technology Specialist I reviews, analyzes, and interprets audited data and utilizes multiple complex tools to perform electronic data collection and analysis; collects log information from departmental SANs and servers for analysis; and works with various groups and the Information Security Officer to implement a holistic view of user-service requirements and generated data.
20%	Business Technology Management: The Information Technology Specialist I ensures service quality, system security, functional stability, and agility of the infrastructure meet evolving departmental business needs; analyzes and documents enterprise business context trend strategies to support technical architecture; provides assistance in the preparation and

	establishment of policies, procedures, and standards; collaborates with other groups and units to develop best practices; and requests quotes for new technology goods and services from vendors when needed.
20%	Client Services: The Information Technology Specialist I provides input and training into infrastructure solution recommendations based on customer requests, internal and external regulations, and available technology; notifies management of infrastructure problems; and attends change control to report infrastructure incidents and change implementations to the systems effecting production environment. The Information Technology Specialist I serves as a liaison for the Software Development Group and the Technology Infrastructure Section, Customer Services Group and Network Security Unit; participates in meetings and presentations; and researches and evaluates different products to ensure departmental security.
15%	IT Project Management: The Information Technology Specialist I meets with technical staff and management to define the scope of work, schedule resources, develop timelines, and communicate and resolve issues for IT projects and troubleshooting efforts. Prepares project related documentation including project postmortem, metric collection, proposals, justifications, technical specifications, bill of materials, and quotes for procurement.
	Non-Essential Functions
5%	Other duties, within the scope of the classification, as assigned.
TOTAL 100%	

The duties of this position are subject to change and may be revised as necessary. I have read and understood the duties listed above and I can perform these duties with or without reasonable accommodation. I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

PRINT EMPLOYEE'S NAME	EMPLOYEE'S SIGNATURE	DATE

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE