DEPARTMENT OF CHILD SUPPORT SERVICES

DUTY STATEMENT

ASD 046 (REV. 09/2026)

Type of Duty Statement:	Current & Proposed	**Revision Date:**	10/20/2026

1. Position Information

A. Employee Name:

B. Position Number:	**C. CBID:**	**D. WWG:**	**E. Effective Date:**
817-424-1414-014	R01	E	

F. Classification Title:	**G. Working Title:**
Information Technology Specialist II	Senior Systems Administrator

H. Division:	**I. Branch/Section/Unit:**
Technology Services	Infrastructure & Operations /System Administration 2

2. POSITION REQUIREMENTS

Special Requirement: *Check All that Apply*

- ☐ Bilingual Fluency (Non-English Language) - Specify Below
- ☑ Background Check Requirements
- ☐ Other - Specify Below

A. Special Requirements Description, as applicable:

N/A

B. Conflict of Interest Required (Gov. Code 87300, et seq.)? ☐ **Yes** ☑ **No**

This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

3. SUPERVISION

A. Supervision Received:

The incumbent reports directly to the Information Technology Manager I in the Systems Administration 2 Section.

4. DUTIES AND RESPONSIBILITIES OF THE POSITION

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.

GENERAL STATEMENT

Under direction of the Information Technology Manager I (ITM I), the Information Technology Specialist II (ITS II) performs systems administrator work and participates with other Information Technology (IT) Specialists on projects in the Systems Administration 2 Section, Infrastructure & Operations Branch, within Technology Services Division (TSD).

A. Percentage of Time Performing Duties	**B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%.).**
	ESSENTIAL FUNCTIONS
IT Domain: *Check All That Apply*	**FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY** ☑ Business Technology Mgmt. ☐ Software Engineering ☐ IT Project Mgmt. ☑ System Engineering ☐ Information Security ☐ Client Services
40 %	System Administration: Develop and implement standards that ensure reliability and availability of Linux servers supporting the Child Support Enforcement (CSE) application. Verify stability, security, and scalability of servers using inherent tools within the operating system ensuring uptime, performance, and security of the servers that host the CSE application. Technology Operation Analysis: Serve as the escalation point for troubleshooting, tracking, and conducting root cause analysis of the Linux operating system and sever issues ranging in complexities and technical factors; managing the underlying Infrastructure in Azure Government Cloud. Communicate and coordinate with other systems administrators and application support groups within the Department of Child Support Services (DCSS) to ensure uptime, maintainability, and operational readiness.

25 %	IT Project Management: Oversee all aspects of one or multiple IT projects assigned to Systems Administration 2 using Project tools and Agile methodologies. Manage scheduled meetings and email communication with stakeholders to ensure successful implementation of new or revised infrastructure requirements, policies and procedures. Infrastructure Design. Develop and design new system architecture, standards, and methods to support DCSS business requirements. Perform feasibility studies and research analysis related to technology projects as necessary, which can result in new infrastructure requirements to improve the CSE application efficiency and performance.
20 %	Operating System and Server Maintenance: Design validation procedures and execution plans to evaluate operating system and server functionality which may include developing testing tools via scripts and programming tools to ensure stability and efficiency of all Linux servers that hosts the CSE application.

10 %	Middleware Administration Develop and implement standards and controls necessary in installing, configuring, administering, testing, and maintaining Middleware software, such as IBM Websphere, RedHat OpenShift, etc., ensuring security and stability of the Middleware stack that supports the CSE application.
0 %	N/A

MARGINAL FUNCTIONS	
5 %	Represent the System Administration 2 on special teams, projects, and other duties as assigned. Perform special assignments, attend meetings, and assist peers and the ITM I.
100 %	**TOTAL**

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

☐ **Office Centered**

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

☑ **Remote Centered**

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

Child Support Enforcement has critical timelines and political and financial ramifications. Poor participation, judgment, and decisions can adversely affect the success of the Child Support program. Failure to identify risks and issues in a timely manner could result in slippages in schedule and increased costs. Poor communication and coordination can adversely affect the Child Support program and the children of California.

B. Personal Contacts:

The incumbent has contact with the Systems Administration 2 Section Manager, other DCSS management and staff, and vendors.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: ☐ **Yes** ☐ **No**

If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	