DUTY STATEMENT
DSH3002 (Rev. 11/2022)

California Department of State Hospitals

Box reserved for Personnel Section

RPA #	C&P Analyst Approval	Date

Employee Name	**Division** Technology Services Division			
Position No / Agency-Unit-Class-Serial 461-130-1414-009	**Unit** Enterprise Infrastructure Services			
Class Title Information Technology Specialist II (Working Title: Senior Systems Administrator)	**Location** DSH-Sacramento			
Subject to Conflict of Interest ☒Yes ☐No	**CBID** **R01**	**Work Week Group: E**	**Pay Differential**	**Other**

Briefly (1 or 2 sentences) describe the position's organizational setting and major functions

Under the general direction of the Information Technology Manager I, Enterprise Infrastructure Server Manager, the Information Technology Specialist II performs a wide variety of tasks in support of Department of State Hospitals (DSH) requiring regular innovative problem-solving within broadly stated and non-specific guidelines, including multiple program areas, and involving planning, developing, and implementing technological solutions that are essential to the mission of DSH.

The primary duties of the IT Specialist II lie within the **Systems Engineering** and **Cloud** domains. Elements include architecture, security, design, development, testing, operation, configuration, and maintenance of systems. System elements include Server, storage, operating system, Active Directory, Azure, AWS, Automation, database, VMware (VRA, Log Insight), Vulnerability management, Office 365, Nagios

Must be able to travel to all DSH sites.

% 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; percentage must total 100%. (Use additional sheet if necessary).**
30%	**Infrastructure Design (Primary Focus - Strategic):** • Lead the design of secure, scalable, and cloud-ready infrastructure solutions • Develop reference architectures and implementation strategies for on-prem, cloud, and hybrid environments • Collaborate with cross-functional teams to align infrastructure design with business and security requirements • Evaluate emerging technologies and propose adoption strategies **Infrastructure Management (Secondary Focus - Operational):** • Oversee the reliable operation of enterprise infrastructure, including servers, storage, and virtualization platforms • Ensure systems are properly patched, monitored, and maintained • Serve as escalation point for complex infrastructure issues requiring senior-level expertise

30%	**Office 365** • Administer and maintain Office 365 services including Exchange Online, SharePoint Online, and Teams • Manage user accounts, permissions, and access policies within Microsoft 365 Admin Center • Implement and enforce security configurations for Office 365 services in alignment with organizational policies • Monitor service health and troubleshoot performance or access issues in Exchange, Teams, or OneDrive • Automate user provisioning and license assignment using PowerShell and Microsoft Graph • Coordinate with end-user support teams to resolve escalated issues related to Office 365 applications **Azure** • Design and deploy secure Azure-based infrastructure including virtual machines, storage accounts, and networking • Configure identity and access management via Azure Active Directory (AAD), conditional access, and role-based access control (RBAC) • Monitor and optimize resource usage in Azure to ensure performance and cost-efficiency • Implement security best practices in Azure resources, including NSGs, encryption, and policy compliance • Develop automation scripts and templates using ARM, Bicep, or Terraform for infrastructure deployment • Integrate Azure services with on-prem systems in a hybrid cloud environment
25%	**Systems Maintenance and Operations:** • Active Directory Administration. • Backup Administration (Rubrik). • Two Factor Authentication Systems (MFA, etc.). • Microsoft Azure Information Protection. • Microsoft Certificate Authority Administration. • Dell/EMC VxRails Configuration and Administration. • Hyperconverged Administration. • VMware server virtualization platforms. • Storage Area Network (SAN) hardware configuration / design / utilization. • ServiceNow. • Disaster recovery/Business Continuity. • Acts as a consultant or technical advisor in meetings. • Conducts training of new staff to various units in the Department. • Prepares/reviews project status reports and project implementation plans. • Develops contingency plans.

	• Cloud Management of Azure, AWS, and Google. • Leads the technical team.
10%	**IT Project Management:** • Assesses the requirements of the project and recommending suitable IT components. • Analyzes different options and recommending the most suitable for the project economically feasible. • Works on improving the IT infrastructure of the company. • Recommends upgrades and new systems that will be more useful for the project. • Prepares cost estimates of IT infrastructure. • Consistently monitors the budget and ensures that budget limits are not breached. • Formulates procedures and policies for optimum utilization of IT infrastructure resources in the company. • Leads IT staff, consultants, vendors and suppliers. • Meets with managers of different departments and assesses IT infrastructure needs. • Meets with IT analysts and finalizes essential IT infrastructure. • Plans and supervises installation of IT infrastructure in the company. • Ensures that the infrastructure development project is completed within the given time frame.
5%	Assists with other Information Technology Specialist II job-related work as requested by management.
Other Information	This position reports to the Allenby Building in Sacramento. A hybrid Telework schedule, consistent with the State of California's in-office requirement, may be considered with prior approval from management. The incumbent may also be required to travel throughout California as needed, with prior notice. Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers. I have read and understand the duties listed above and I certify that I can perform these duties and the essential functions of this position with or without

	reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights). _____ _____ 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. _____ _____ Supervisor's Signature Date