DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
TECHNOLOGY SUPPORT BUREAU
STRATEGIC TRANSPORT & TECHNOLOGY SERVICES BRANCH
STORAGE ADMINISTRATION & CLOUD INFRASTRUCTURE SUPPORT
UNIT STORAGE ADMINISTRATION TEAM

JOB TITLE: Information Technology Specialist I (ITS I)

POSITION NUMBER: 420-879-1402-901

INCUMBENT: Vacant

PRIMARY DOMAIN: System Engineering: The development and maintenance of systems discovery and optimizing, maintaining performance and functionality of a defined system.

STATEMENT OF DUTIES: Under the general supervision of the Information Technology Manger I (ITM I), the incumbent provides technical and administrative services for the Department of Justice's (DOJ) Enterprise-level storage, backup, Storage Area Network (SAN) and cloud tenant implementations. The incumbent works independently as a high-level technical specialist on larger and more complex projects related to enterprise storage (block, object, and NAS), backup and SAN solutions. The incumbent works with other DOJ service areas and customers to help with the analysis of product specifications and business and technical requirements to participate in the development and implementation of enterprise-level storage, backup, and SAN infrastructure at DOJ. This includes the installation, configuration, maintenance, problem resolution and troubleshooting of infrastructure for DOJ. The incumbent supports the DOJ Cloud Infrastructure Support Team (CIST) to help setup, manage, and monitor Cloud tenants and storage for DOJ teams and customers as needed.

SUPERVISION RECEIVED: Under the general supervision of the ITM I.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to sit at a computer terminal while performing work, research, and other duties for a minimum of eight hours a day. Ability to lift, carry, and move items up to 20 pounds.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office, or similar environment in California. At the office, an enclosed windowed office with a smoke-free environment. Travel to designated offices may be required.

ESSENTIAL FUNCTIONS:

50% STORAGE, BACKUP, and SAN ADMINISTRATION

- Oversees and administers storage systems, backup solutions, and SAN for the DOJ at their various offices.

- Configures, installs, troubleshoots, provisions, and maintains storage arrays, SAN switches, and backup software and related components.
- Creates and maintains NAS shares for DOJ teams and customers.
- Works with the vendors and DOJ teams to install and configure storage, backup, and SAN hardware in the various DOJ data centers.
- Works with DOJ teams to physically decommission storage, backup, and SAN hardware in the various DOJ data centers and processes the paperwork to keep DOJ property inventory records updated.
- Analyzes and resolves storage, backup, and SAN related failures.
- Performs production backup and recovery jobs as needed by DOJ customers when making changes for added protection against data loss.
- Helps test new storage, backup, and SAN software, updates, and patches prior to updating production systems.
- Helps patch and update storage, backup, and SAN systems to keep systems updated with critical security fixes and feature updates.
- Implements data protection strategies and disaster recovery plans.
- Restores data in the event of a disaster or data corruption.
- Processes tickets and break/fix issues, answers the team's hot phone, and responds to hardware alerts in a timely manner.
- Provides storage, backup, and SAN support in DOJ's various Data Centers and remote sites.
- Monitors storage, backup, and SAN infrastructure to ensure that they are running at optimal efficiency.

35% COMMUNICATION, DOCUMENTATION

- Provides ad hoc reporting such as capacity planning on storage, backup, SAN, and cloud tenant as needed.
- Participates in project team technical discussions, effectively communicates with customers, vendors, and partner bureaus in DOJ.
- Contributes to keeping the team's documentation updated.
- Helps review and verify invoices for cloud usage for DOJ customers.
- Communicates and provides technical assistance to DOJ teams and customers with storage, backup, SAN, and cloud tenant questions or issues.
- Attends and participates in DOJ project meetings and workgroups with project members and other technical specialists to contribute to the project's success.
- Helps mentor and train staff on storage, backup, SAN, and cloud tenant solutions.

10% CLOUD TENANT

- Administers and maintains cloud tenants and infrastructure on DOJ cloud platforms.
- Monitors cloud resources, optimizes performance, and ensures security compliance.
- Monitors cloud storage for DOJ customers.
- Troubleshoots cloud tenant issues and helps provide solutions to DOJ customer's cloud problems.
- Onboards, offboards, and otherwise administers DOJ cloud tenant customers.

MARGINAL FUNCTIONS

5% OTHER

- Prepares presentations to stakeholders summarizing key findings and project updates.

- Other duties as needed.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Signature	Date	Supervisor Signature	Date