



Office of Legislative Counsel
925 L Street
Sacramento, CA 95814-3702

Duty Statement
Infrastructure Services Division
Infrastructure Technology Services Section
System Services

Job Title: Information Technology Specialist II (ITS II)

Statement of Duties: Under the general direction of the Information Technology Manager I (ITM I), the ITS II acts as a virtualization and storage engineer managing the complex and critical VMware vCenter virtual server infrastructure system and enterprise storage arrays. The ITS II performs as a project manager and consultant for complex systems services projects providing direction and recommendations on server and infrastructure components to meet business requirements of the Legislative Data Center's (LDC) customers. The ITS II performs complex problem analysis, troubleshooting, and resolution and consulting for all environments to legislative customers, and consults with management, vendors, and staff to ensure project plans are understood and consistent with business objectives of the Legislature. Provides systems capacity planning and failover support to ensure optimum availability. Evaluates new solution and software functionality and capabilities of vendor software and hardware products to meet the technical demands of LDC customers' business requirements.

The ITS II supports the most complex state-wide infrastructure systems installed in the LDC LAN and WAN network that are mission critical for the Legislative Enterprise. Analyzes, monitors, diagnoses, and corrects infrastructure system problems and implements upgrades, expansion, and enhancements to the existing environment. The ITS II provides direct support to customers and management whose infrastructure systems issues fall under the incumbent's area of responsibility, such as performing new solution deployments, upgrades, recommending enhancements, generating ad hoc reports, and resolving infrastructure systems problems. Additionally, the ITS II ensures a trust relationship exists between the customers, Legislative counsel, and executive staff for infrastructure systems issues and reports incidents in an objective and professional manner.

Supervision Received: The ITS II reports directly to an ITM I.

Typical Physical Demands: Sitting, keyboarding, and use of mouse. Ability to lift and move heavy objects, such as technology hardware and peripherals.

Typical Working Conditions: Cubicle workspace/shared or personal office space in an office environment. Use of PC, Microsoft Office Suite products, proprietary software systems, and general office equipment such as copy and facsimile machines, and telephone is frequent.

Shift Hours: Core business hours are 8:00 am – 5:00 pm with mandatory overtime on weekdays, weeknights, weekends, and holidays during peak periods of the legislative session. The ITS II is expected to be available during core business and after hours. Schedule may be adjusted contingent upon business needs.

Essential Functions

- 25% Provides support for infrastructure systems hardware and software, which are mission critical for the Legislative Enterprise Infrastructure. Performs information systems resource and capacity planning and support to ensure optimum infrastructure availability and provides for future growth. Provides failover and ensures critical infrastructure service synchronization to colocation failover site to provide business continuity and high availability. Provides support for VMware vCenter virtual server infrastructure by installing, configuring, and managing ESXi server hosts in a blade server clustered environment. Performs configuration management on complex systems hardware and software resources to ensure a reliable, secure, and stable systems infrastructure. Provisions storage to using SAN technologies to mission critical hosts. Creates file shares using NAS technologies for end users. Creates, updates, and modifies any documentation that depicts the physical and logical designs of the information systems infrastructure.
- 25% Assists with complex infrastructure system projects using project tools and techniques to define project requirements, project costs, estimates the level of effort and calendar time required to complete each task, assigns, and trains resources as needed to complete assigned tasks by completion dates. Monitors the progress of training development, reviews projects and deliverables, prepares and conducts presentations and reports status as required by management and customers.
- 25% Provides direct support to customers and management whose infrastructure systems issues fall under the incumbent's area of responsibility, such as performing root cause analysis, recommending enhancements, generating ad hoc reports, and prioritization of patch deployment. Solves complex systems problems and implements upgrades, expansion, and enhancements to the existing systems environment. Evaluates and supports complex virtualization and Microsoft server systems to ensure a stable computing environment for legislative customers. Analyzes, monitors, diagnoses, and corrects systems infrastructure problems; oversees and implements upgrades, expansions, and enhancements; designs and implements changes to the existing systems environment and performs complex IT problem resolution. Ensures a trust relationship exists between the customers, Legislative Counsel, and executive staff for security issues and reports incidents in an objective and professional manner.
- 25% Evaluates hardware and software, including development tools using analysis methods to produce documented alternatives and a recommendation for the purpose of obtaining replacing or upgrading existing hardware and software. Applies infrastructure interoperability principles and procedures to the existing and future legislative information systems.

Incumbents are expected to model OLC values and demonstrate the following personal characteristics:

- Establishment of effective interpersonal relationships, dealing tactfully with all OLC staff, Legislators, legislative staff, other public agencies, and members of the general public.
- Adaptability to changing work priorities and fluctuating work hours and assignments; ability to work well during stressful situations.

- Willingness to accept increasingly difficult levels of responsibility and assist in other areas of the office, as needed, and to take on special projects as they occur.

I have discussed with my supervisor the duties of the position and have received a copy of the duty statement. I certify that I am able to perform the duties of this position with or without reasonable accommodation.

Signature of Employee

Date