

**DUTY STATEMENT
INFORMATION TECHNOLOGY SPECIALIST I
DOMAIN: SYSTEM ENGINEERING**

OUR VISION
All Californians living in homes they can afford.
OUR MISSION
Investing in diverse communities with financing programs that help more Californians have a place to call home.

EMPLOYEE INFORMATION

Employee Name		Effective Date	
Classification Information Technology Specialist I		Position Number 693-001-1401-901	
Division/Section/Unit Information Technology Division/Technical Unit		Location Sacramento, CA	
CBID R01	Work Week Group 2	Tenure Permanent	Time Base Full-Time
Immediate Supervisor		Supervisor Classification Information Technology Manager I	

POSITION DESIGNATED CONFLICT OF INTEREST

This position is designated under the Conflict-of-Interest Code. The position is responsible for making or participating in making 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 the appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS

This position requires the incumbent to communicate effectively orally and in writing in dealing with the public and/or other employees; develop and maintain knowledge and skills related to the position’s specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to the Agency’s policies and procedures regarding attendance, leave, and conduct. Must maintain regular and consistent attendance at such level as is determined at the Agency’s sole discretion. Must be regularly available and willing to work the hours the Agency determines are necessary or desirable to meet its business needs.

2 CCR § 172 – General Qualifications, states in pertinent part:

The incumbent is expected to possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class.

DIVISION DESCRIPTION

The California Housing Finance Agency’s (CalHFA) Information Technology Division implements and maintains systems and information technology infrastructure to improve service to partners and borrowers and keeps CalHFA on the competitive edge of the mortgage industry.

POSITION DESCRIPTION

Under direction of the Information Technology Manager I, the Information Technology Specialist I (ITS I) provides architectural, engineering, operational, and project management support for the Agency’s Information Technology systems which include the server, storage, application, infrastructure, and the services hosted on them in support of the Agency’s missions and goals.

The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties, commensurate with this classification, as assigned, including work in other functional areas to cover during absences,

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to equalize peak work periods or to otherwise balance the workload. The duties and responsibilities include, but are not limited to the following:	
PERCENTAGE OF TIME	ESSENTIAL FUNCTIONS
35%	<p><u>Windows Server and VMware Server Infrastructure</u> Shares responsibility with Technical Unit's, Information Technology Specialist II (ITS II) for creating and maintaining the server hardware/software and storage side of the network. Advises, creates, and participates in the design of new system architecture, standards, and methods to support organizational needs. Conducts research and performs analysis to recommend system upgrades, cost-effective solutions, and process improvements to meet current and future needs. Consults with stakeholders to identify infrastructure system requirements and recommend technology, hardware, software, and plans installation. Coordinates with ITS II for system installation, operations, maintenance, repairs, and/or upgrades. Executes test plans for system upgrades or releases. Installs, configures, administers, tests, and maintains communication infrastructure systems. Troubleshoots, tracks, and conducts root cause analysis of system, database, and operational issues utilizing standard procedures until resolved or escalated. Supports Microsoft (MS) Windows 2008-2019 Servers and their various functions. Manages the administration, distribution, security groups, user's computer accounts, and group policies for Active Directory. Manages MS Internet Information Services (IIS) web including setup and maintenance of websites, applications, application pools, and permissions. Responsible for file system administration, including permissions, NT File System (NTFS), Distributed File Systems (DFS), File Replication Service (FRS) and printers including drivers, print spooler, and printer queues. Manages system center server and server-side patching, VMware 5.5-6.x virtualization software, including ESXi, vCenter, vSAN, and clustering. Maintains SAN storage arrays-capacity, optimization, and connectivity. Works with the Infrastructure and Developer Teams to install, configure and maintain servers and databases to provide the infrastructure required to host the department's critical information systems and hosted Customized Off the Shelf (COTS) solutions. Stays current on emerging technology issues and maintains proper and timely documentation of processes and procedures related to area of work. Makes recommendations to management on enhancements and automations to current processes. Assists the Help Desk and End User Support with escalated issues from the Tier 2 Technicians.</p>
30%	<p><u>Cloud Administration Support</u> Shares responsibility with ITS II for creating and maintaining the CalHFA Cloud environments. Administers, builds, maintains, and improves AWS/Azure environments to ensure the Agency's cloud environments are operational, functional, and secured. Utilizes development and automation tools to ensure compliance with certification and regulatory standards. Sets up reporting, monitoring, and scheduled tasks such as AMI backups, instance reboots, etc., to ensure continuity of services. Supports migration of the CalHFA on-premises infrastructure/applications, to an enterprise cloud solution (AWS, Azure). Creates and reviews technical and process documentations for auditing and process improvement from an operational and security standpoint. Collaborates with internal teams effectively and seeks to understand user experience and stakeholder perspective on operational processes. Proactively identifies and implements operational improvements, enhancements, and system customizations that meet business requirements. Builds out target cloud architectures for existing on-premises customer workloads that will be migrated to the cloud; Supports the migration of customer workloads to the cloud. Supports analysis of applications targeted to migrate to the public cloud. Assists in maintaining architecture diagrams of target architectures based on best practices and customer requirements, walkthrough diagrams with customer and gain buy-in. Works with the Information Security Office (ISO) to define and maintain security policies within an AWS and/or Azure environments to ensure business continuity. Maintains availability, scalability, and performance plans for AWS, Azure, and various managed service environments for disaster recovery and future expansion. Maintains processes and quality improvements through task automation. Implements Infrastructure-as-code (IaC), automates security controls and alerts as well as routine maintenance tasks. Works with the ISO to implement security measures to protect CalHFA's cloud servers and infrastructure from intrusions and</p>

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10%	<p>vulnerabilities. Researches, evaluates, and tests new technologies, tools, and services relating to the cloud server infrastructure and provide innovative solutions to enhance existing processes.</p> <p><u>Enterprise COTS, Software as a Service (SaaS) Support, and Administration</u> Assists business users with the management and maintenance of CalHFA's COTS and SaaS solutions. Maintains recommended patching levels and ensures appropriate capacity. Monitors server performance for degradation in application performance. Provides vendor support access to systems for troubleshooting purposes securely and within reasonable timeframes. Coordinates with vendors to support COTS and SaaS systems and applications.</p>
10%	<p><u>Data Integrity and Management</u> Develops, implements, tests, and deploys procedures for all server backups, including the cloud infrastructure servers and restores utilizing the CalHFA backup solution, to ensure sufficient capacity, reliability, management, performance, and integrity of CalHFA data. Assists team members with managing and maintaining the Agency disaster recovery infrastructure to ensure business continuity. Audits the cloud infrastructure system performance and serves as the escalation point for troubleshooting system components. Works with the ISO to define and test validity of data integrity measures.</p>
10%	<p><u>Information Security</u> Works with the ISO to implement security measures to protect CalHFA's servers and infrastructure from intrusions and vulnerabilities. Uses best practices and principles to secure systems. Reviews and mitigates internal/external vulnerability assessments. Patches system firmware and software and utilizes security tools and registry configurations.</p>
PERCENTAGE OF TIME	MARGINAL FUNCTIONS
5%	Actively participates as a team member and in staff meetings, attends training, provides work status reports, handles special projects, and performs other duties as required within the scope of the assigned classification.
PERSONAL CONTACTS	
<ul style="list-style-type: none"> Daily contact with departmental managers, supervisors, staff at all levels, representatives from other State departments, and members of the public. 	
SPECIAL REQUIREMENTS	
<ul style="list-style-type: none"> During special projects or emergencies, employees may be required to work weekends and/or after hours to help resolve reported problems affecting critical software/hardware. 	
WORK ENVIRONMENT	
<ul style="list-style-type: none"> Prolonged sitting Work in a high-rise building Use a computer keyboard and read from computer screens several hours a day 	
PHYSICAL ABILITIES	
<ul style="list-style-type: none"> Occasionally lift up to 50 lbs. Requires movement of heavy objects 	
TRAVEL	
<ul style="list-style-type: none"> Occasional travel may be required within and/or outside the state of California via private or public transportation (i.e., automobile, airplane, etc.) 	
EMPLOYEE ACKNOWLEDGEMENT	
<p>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; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If a 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 discuss your concerns with Human Resources.)</p>	

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Employee Name	Employee Signature	Date
SUPERVISOR ACKNOWLEDGEMENT I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.		
Supervisor Name	Supervisor Signature	Date