State of California
Business, Consumer Services and Housing Agency
California Department of Housing and Community Development
DUTY STATEMENT

Division:	Administration and Management
Unit:	Information Technology Branch
Position Number:	401-111-1414-024 (PS 2901)
Classification:	Information Technology Specialist II
Working Title:	Infrastructure Platform Support Specialist
HQ Location:	HCD Headquarters, Sacramento
Incumbent:	Vacant
Effective Date:	TBD

Department Statement: You are a valued member of the Department's team. You are expected to work cooperatively with team members and others to enable the Department to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your efforts to maintain regular attendance and treat others fairly, honestly, and with respect are critical to the success of the Department's mission.

Job Summary: Under general direction of the Information Technology Manager I, the Infrastructure Support Specialist provides services which encompass the Information Technology (IT) domain of System Engineering and is responsible for the most complex architecture, design, configuration, operation, and maintenance of IT infrastructure systems. The incumbent acts as a lead on projects involving the management and optimization of the entire computing infrastructure including processing, storage, and network resources.

% of Time	Essential Functions:
35%	Audit systems performance and serve as the escalation point for troubleshooting system components. Contribute to the planning of the overall organizational IT strategy. Communicate with stakeholders to determine organizational needs. Create and implement backup and recovery strategies; conduct disaster and recovery analysis, planning, implementation, and administration for systems. Provide system components capacity planning to ensure system sustainability; coordinate infrastructure system design, modification, upgrade, and implementation projects including both physical and virtual computer hardware platforms, operating systems, storage devices, and computer network resources. Develop and implement standards and controls that ensure the security, reliability, and availability of system components. Monitor and conduct audits of system capacity, performance, and traffic analysis. Perform configuration management and release management for system components. Verify stability, interoperability, portability, security, or scalability of system architecture. Design, implement, and maintain system architecture across multiple platforms both on-premise and cloud-based to best align technology solutions with business strategies.

30%	Serve as one of the Division's highest-level Network Support Specialists acting independently, or as a team lead or team member, provide technical expertise regarding the most complex issues facing the Department. Effectively prepare and present proposed written IT-related Policies and/or procedures, as well as written briefs and reports, talking points, technical documentation and presentations for internal and external events as related to IT Infrastructure. Develop and manage work breakdown structure (WBS) of IT projects; develop or update project plans for IT projects including information such as project objectives, technologies, systems, information specifications, schedules, funding, & staffing. Manage integration of information systems and/or subsystems; direct the conduct of integrated change control; manage identification of infrastructure configuration and change management standards or requirements. Manage or oversee all aspects of one or more IT projects applying industry standards, principles, guidelines, methods, techniques, using planning, monitoring, processes, and controlling principles tools to deliver an IT product, program solution, service, or system; may oversee staff in a project management capacity.
25%	Design, implement, and maintain system access controls to maintain system security in accordance with current information security best practices and standard IT operating procedures. Review Hardware architecture and make recommendations regarding technical and operational feasibility.

% of Time	Marginal Functions:
5%	Develop appropriate onboarding materials and provide on the job training for new and existing Network, IT Security & Helpdesk Support Staff.
5%	Responsible for the completion of other projects, assignments, and Division administrative tasks as directed by management. Performs other job-related duties as assigned.

Special Requirements: (Define all that apply)

Travel: Up to 5% overnight travel throughout the state may be required.

Supervision Exercised: None

Conflict of Interest (COI): Form 700 reporting required.

Background Check: The position requires a DOJ/FBI Live Scan approval as a condition of employment.

Bilingual, specify language: None

License/Certification: None

Medical Clearance: None

Other, please specify: This position requires strong organizational, technical, written and supervision skills and an aptitude toward learning and applying technical knowledge. The incumbent will be in frequent contact with users and should possess excellent interpersonal communication skills.

Physical Requirements: The position requires the ability to sit, stand, read, communicate and work on a computer for extended periods of time; move and install computer equipment weighing up to 50lbs. on an occasional basis; and bend and stoop to connect PC wiring along the floor and through modular workstations, servers and data racks.

Working Conditions (In Office): The incumbent works in an office setting that is air conditioned and may be in a high-rise building with elevator access, cubicle, or office with natural and artificial lighting.

Working Conditions (Telework): The incumbent is required to maintain safe working conditions at the approved alternate work location and abide by the Departments Ergonomic Program guidelines and agrees to maintain a distraction-free remote work environment.

Administrative Responsibility: The incumbent is responsible for independent work within business constraints and recommendations to executives, decisions for projects, and outputs. As a subject matter expert, the incumbent is responsible for actions that could have a serious detrimental effect on the operating efficiency of the Network Infrastructure.

Personal Contacts: The incumbent will have daily and frequent contact with all levels of department management, with departmental personal computer users and will also work with technical support staff from outside vendors. Additionally, the incumbent will participate in interdepartmental user groups.

Consequence of Error: The incumbent is expected to act independently, as lead, or as a member of a team in the duties required and to provide technical guidance to the rest of the staff in the Section. Failure to provide accurate guidance may result in lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, and loss of business continuity. Error in making decisions or giving advice could have a serious detrimental effect on the operating efficiency of the department.

Diversity, Equity, and Inclusion: All employees at HCD are expected to uphold the values of diversity, equity, and inclusion (DEI), which includes being committed to fostering an environment in which employees from a variety of backgrounds, cultures, and personal experiences feel welcomed and can thrive. Staff are expected to be respectful of differences, treat other with respect, encourage others to participate, foster innovations, and stay committed to all DEI efforts in the workplace.

Equal Employment Opportunity: All HCD employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work-related activities, and anytime they represent the Department. Additionally, all HCD employees are responsible for promoting a safe and secure work environment, free from discrimination, harassment, inappropriate conduct, or retaliation.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Employee Name: _____ Date: _____

Employee Signature: _____

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

Supervisor Name: _____ Date: _____

Supervisor Signature: _____

*Please return the signed original duty statement to the Human Resources Branch to be filed in the Official Personnel File.