

DUTY STATEMENT PROPOSED

Class Title Information Technology Specialist II	Position Number 802-352-1414-003
COI Classification <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Unit	
Section Server Management	
Branch Enterprise Business Solutions	
Division Business Operations Technology Services	

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Job Summary: Under the general supervision of an Information Technology (IT) Manager I, the IT Specialist II is responsible for providing leadership and master level expertise managing, supporting and administering complex enterprise servers for the Department of Health Care Services (DHCS). The incumbent provides expert leadership to various teams in the Server Management Section (SMS) to provide maintenance and operations support for over 1000 servers. The IT Specialist II is responsible for Systems Engineering, architecture, design, configuration and maintenance of all aspects of centralized server administration as well as promoting and deploying server administration solutions to programs and divisions throughout DHCS. The IT Specialist II trains and provides technical consultation to Local Area Network (LAN) administrators (Admins). The IT Specialist II provides third level support for servers, networks, SANs, workstations and printers. The position requires a person who can independently provide direction and be responsible for the deployment, implementation, and support of automation systems. The IT Specialist II requires expert knowledge and abilities in all aspects of enterprise systems support, including server performance monitoring systems, Windows /2012/2016/2019 R2, anti-virus, operating systems, backup systems, security patching, and Active Directory maintenance. The IT Specialist II must possess a high level of knowledge and skill in the areas of software installation, software program scripting, maintenance, backup and recovery, security design, and on-line monitoring of all types of servers within the complex DHCS enterprise. The types of servers supported at the hardware and operating system level include, but are not limited to: VMware ESXi virtual hosts and servers, file and print, e-mail, domain controller, database, communication, Citrix XenApp/XenDesktop, proxy, backup and recovery, performance and monitoring, and application servers. This activity requires the individual to analyze data, document issues and situations; provide sound deductive reasoning and recommendations, identify problems, and develop sound effective solutions. This IT Specialist II requires the highest level of technical skill in resolving issues that other Server Management Section (SMS) staff and LAN Admins cannot resolve.

Supervision Received: The IT Specialist II receives broad direction from the Chief of the SMS, IT Manager I. The IT Specialist II works very independently to analyze issues, develop policy recommendations and solutions to the most difficult technical and business problems. The IT Specialist II may lead small to large teams of individuals to accomplish complex assignments. The IT Specialist II has broad independent responsibility and discretion over specific projects he/she directs. The IT Specialist II provides technical guidance and leadership to highly technical staff, management and consultants to ensure consistent delivery of high quality network services. The supervisor provides administrative direction with assignments in terms of broadly defined missions or functions. The ITM I manager allows incumbent substantial technical decision-making and reviews recommendations for new projects or technical documentation.

Supervision Exercised: The IT Specialist II has no direct supervision responsibilities. However, the IT Specialist II is responsible for leading small to large groups of the most highly technical staff and consultants in technical projects within the Server Unit.

Description of Duties: The IT Specialist II provides expert level expertise in the architecting, engineering, and support of the DHCS enterprise server infrastructure. The incumbent plans, organizes, and leads the activities of staff responsible for management, acquisition, design, implementation, maintenance, and support of the DHCS enterprise server/storage infrastructure supporting over 1000 servers in the DHCS enterprise; provides the highest technical assistance and troubleshooting support to all program LAN administrators and the DHCS Help Desk staff when they cannot resolve an issue; trains SMS staff, LAN Admins and end users on how to securely access DHCS servers from remote locations; installs and configures server performance and security software, Active Directory tools and server operating system components, builds and supports systems in the highly secured firewall environment, monitors and tunes server performance using tools such as System Insight Manager, eG Innovations, SCCM, etc; and researches and implements new technologies to aid the Server Unit in managing, tuning and supporting the entire DHCS Server Operations. The incumbent oversees the design and implementation and capacity planning on all of the DHCS server infrastructure components which include but are not limited to servers, virtual servers, fiber channel switches, storage area networks (SAN), management and monitoring tools, cabling systems, equipment design and specifications, etc. The incumbent provides analytical and technical leadership in the development and maintenance of policies, procedures and practices for managing Enterprise Infrastructure. The incumbent leads and participates in the research, evaluation and development of emerging technologies, Feasibility Study Reports, Request for Proposals, Systems Requirements Specifications, Design Specifications, and other reports as required. The incumbent recommends and implements server infrastructure modifications and enhancements that will optimize functionality, availability, security, and cost efficiency to achieve business goals and objectives. The incumbent monitors, evaluates, and identifies security vulnerabilities and risks; and, develops risk mitigation plans or strategies to address identified risks and vulnerabilities.

Percent of Time Essential Functions

40% System Administration

1A. The IT Specialist II plans, organizes, and leads the activities of staff responsible for the study, acquisition, design, build, test, implementation, maintenance, and support of the DHCS enterprise server infrastructure and services. The IT Specialist II leads in the research, selection, installation, configuration, and maintenance of server infrastructure services to support Enterprise Services. The IT Specialist II provides oversight and technical expertise to other technicians in identifying, isolating, troubleshooting, and resolving the most complex server technical issues. The IT Specialist II monitors, tunes, and reports utilization and issues; installs, configures, and maintains server management and monitoring tools, SANS, servers, security systems, etc. The IT Specialist II advises management and staff on Information Technology (IT) issues. The IT Specialist II provides master level technical leadership in the area of server connectivity. Coordinates with program staff, the California Department of Technology (CDT), and business partners in identifying and resolving server connectivity issues. The IT Specialist II serves as an expert technical advisor to business programs. The IT Specialist II evaluates and recommends new technologies. The IT Specialist II provides technical expertise in the area of emerging technologies, protocols, security, monitoring, and capacity planning. The IT Specialist II maintains upgrades and supports hardware and software secure architecture configurations and monitors log files and system performance through various server tools, such as, Altiris Security Patch deployment, VMWare ESXi 5.5, System Insight Manager, eG Innovations, etc. The IT Specialist II troubleshoots and repairs high level server and application issues that lower level staff cannot resolve. The ITS II also tunes server and software configurations to optimize performance and sets up shared folders with their accompanying security groups, rights and permissions.

1B. The IT Specialist II provides leadership and master-level expertise to server administrators in the support of the department's highly complex server and storage infrastructure. The IT Specialist II oversees highly technical staff and consultants who manages and administers DHCS enterprise server and storage infrastructure. The IT Specialist II collaborates with highly technical staff from other state agencies (e.g. CDT, Health and Human Services Agencies) and the vendor community to provide cost effective solutions

for DHCS business programs. The IT Specialist II works at the principal level requiring currently knowledge of server and storage concepts, theories, and programs and ability to resolve unyielding server and storage problems. The IT Specialist II works on assignments that require a highly advanced level of organizational understanding and innovative technical thinking. The IT Specialist II possesses master-level knowledge and skills in various server and storage technologies and identifies server and storage trends, technical components, interfaces, protocols, and architectures. The IT Specialist II is able to formulate IT strategies and policies that impact the entire organization. The server administration position utilizes a highly complex set of monitoring, troubleshooting and diagnostic tools requiring a lead person with both breadth and in-depth knowledge in server administration, Windows server applications and server performance applications. The IT Specialist II leads the transition of DHCS server systems to higher performance and reliability through monitoring and server best practices. The IT Specialist II must maintain a detailed understanding of the DHCS infrastructure environment and Microsoft Windows server platforms. The incumbent must be highly knowledgeable and skilled in using advanced software and troubleshooting tools, directory infrastructure, scripting methods and server security mechanisms, such as, firewalls and routing protocols.

20% System Design

2A. The IT Specialist II provides leadership in system design architectures and security zones, and plans for integrating and implementing server administration solutions into the DHCS intranet and extranet environments. The IT Specialist II leads in product evaluation, testing and implementation in both test and production environment. The IT Specialist II leads the research and provides technical guidance and recommendations regarding system enhancements and new technologies to DHCS management. The IT Specialist II designs system architectures, security zones, and plans for integrating and implementing server administration solutions into the DHCS intranet and extranet environments. The IT Specialist II tests products and solutions that meet the business requirements of DHCS. The IT Specialist II performs research and provides technical guidance and recommendations regarding performance enhancements and new technologies to DHCS management.

2B. The IT Specialist II provides master level expertise and knowledge in server and storage technologies, standards and practices in order to design and enhance the DHCS enterprise systems and operations. The IT Specialist II has an expert level of understanding of server and storage architecture to assist DHCS programs in system integration. The IT Specialist II maintains an expert level of technical skills and knowledge of current industry standards and procedures regarding operating systems, infrastructure architectures, and troubleshooting procedures. The IT Specialist II has an expert knowledge of advanced system monitoring and troubleshooting tools, directory infrastructure, scripting methods, and server security mechanisms. The IT Specialist II must have a broad understanding of networks, best practices, and system architectures to integrate complex solutions into the DHCS enterprise. The IT Specialist II performs high level application testing of new server technologies and implements these technologies on a broad number of DHCS servers. The incumbent must maintain master technical skills and knowledge of current industry standards and procedures regarding network routing, server operating systems, infrastructure architectures and troubleshooting procedures. This person must be highly knowledgeable of advanced software and troubleshooting tools, directory infrastructure, scripting methods and server security mechanisms such as firewall rules, intrusion detection, and routing/switching protocols.

15% System Analysis and Project Support

3A. The IT Specialist II assesses and analyzes business and system requirements for highly complex systems in the enterprise requirements in order to develop cost effective solutions and develops concept papers, plans, budgets, schedules, standards, and policies for medium to large scale projects of department-wide impact. The IT Specialist II meets with other technical staff and management in scheduling resources, developing timelines and resolving issues. The IT Specialist II prepares documentation, proposals and justifications, such as, feasibility studies, procurement documents, Executive White Papers, technical specifications, server builds, etc. The IT Specialist II maintains the standard configurations of server performance monitoring systems and software installations, making changes in response to new products or security initiatives.

3B. The IT Specialist II effectively communicates orally and in writing at all levels of the Department including stakeholders, vendors, customers, managers, staff, and the public. The IT Specialist II leads and participates in conferences, meetings or presentations involving issues of considerable consequence or opposing views and achieve a satisfactory outcome or compromise solution. The IT Specialist II must possess an in-depth understanding of DHCS server and security standards and architecture to develop high level system designs, specifications and documentation to implement complex solutions such as server performance monitoring, anti-virus, and backup and restore. The IT Specialist II has extensive project management experience to direct, schedule and support projects of department-wide scope.

Percent of Time Marginal Functions

10% Training and Knowledge Transfer

4A. The IT Specialist II provides training materials, plans, processes, procedures and manuals for users and technical staff regarding server maintenance and support functions. The IT Specialist II trains highly technical staff on specific technologies or topics. The IT Specialist II leads technical reviews or seminars that increase staff awareness and knowledge regarding specific DHCS policies and procedures. The IT Specialist II provides knowledge transfer to management, LAN Administrators, and technical staff on infrastructure technologies being employed at DHCS.

4B. The IT Specialist II effectively communicates orally and in writing at all levels of the Department including stakeholders, vendors, customers, managers, staff, and the public. The IT Specialist II leads and participates in conferences, meetings or presentations involving issues of considerable consequence or opposing views and achieve a satisfactory outcome or compromise solution. The IT Specialist II makes decisions and high level presentations to management to propose enhancements, identify opportunities or business solutions and justify budget requests.

10% Documentation

5A. The IT Specialist II documents all aspects of the DHCS infrastructure including but not limited to the following: system maintenance manual, physical and logical designs, hardware and software specifications, business and system requirements, project scope, deliverables, schedules and budgets, project plans, feasibility study reports, purchase documents, system test applications and results. The IT Specialist II creates and maintains detailed diagrams and documentation, develops technical guidelines, procedures, and standards documents for use department wide.

5B. The IT Specialist II has highly technical and analytical writing skills needed to document complex systems, processes, and procedures with sufficient details to enable other technical staff to support and maintain the server and storage infrastructure technologies that are implemented. The IT Specialist II has expert knowledge of all aspects of server and security standards and best practices.

5% Other Duties

6A. Other duties as assigned

Occasionally moves and positions objects weighing up to 25 pounds when setting up equipment. This position may require work to be completed after hours via remote access or require you to be available on-call via the discretion of the Unit Chief. Some travel maybe required.

Employee's signature	Date
Supervisor's signature	Date