

**DUTY STATEMENT**  
**Information Technology (IT) Specialist II**  
**Domain: System Engineering**

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|--|---------------------------|---|-------------------------------|--|
| Employee's Name  |                           |   |                               | Effective Date   |
| Classification<br><b>Information Technology (IT) Specialist II</b>   |                           |   |                               | Division/Section/Unit<br><b>Information Technology, Technical Support Services</b> |
| Immediate Supervisor   |                           |   |                               | Supervisor's Classification<br><b>Information Technology Manager I</b>             |
| CBID<br><b>R01</b>   | Class Code<br><b>1414</b> | Work Week Group<br><b>E</b>   | Time Base<br><b>Full-Time</b> | Location<br><b>Sacramento</b>  |
| It is CalHFA's mission to create and finance progressive housing solutions so more Californians have a place to call home.   |                           |   |                               |  |
| <b>DIVISION DESCRIPTION and POSITION SUMMARY</b>   |                           |   |                               |  |
| <p>CalHFA's Information Technology division also known as IT, 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. IT also works with internal employees to maintain and improve CalHFA's network of email and internet services, as well as the many software programs used by other divisions.</p> <p>Under general direction of the Information Technology Manager I, the Information Technology (IT) Specialist II serves as the senior Cloud (AWS/Azure) system engineer and provides architectural, engineering, operational, and project management support for the Agency's Information Technology (IT) systems which include the server, storage, application, infrastructure, and the services hosted on them in support of the Agency's missions and goals. The IT environment includes production, development, test, and disaster recovery systems hosted in multiple sites – both on-prem and in the hybrid cloud, and this position's duties include the entire system life cycle for IT hardware and software assets. The duties and responsibilities include, but are not limited to the following:</p>   |                           |   |                               |  |
| <i>CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS</i>  |                           |   |                               |  |
| <p>This position requires the incumbent to maintain acceptable, consistent, and regular attendance; 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 be available and willing to work the hours the Agency determines are necessary or desirable to meet its business needs. Fair Labor Standards Act (FLSA) – exempt/excluded employees may be required to work specific hours, when deemed necessary by management, to help resolve reported problems affecting critical software/hardware in support of mission critical business processes</p> <p>2 CCR § 172 – General Qualifications, states in pertinent part:<br/> 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 the 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.</p> |                           |   |                               |  |
| <i>Percent of Time</i>   |                           | <i>Activity</i>   |                               |  |
| 45%  |                           | <p><b>ESSENTIAL FUNCTIONS</b><br/> <b>Server and Cloud Administration and Support:</b></p> <ul style="list-style-type: none"> <li>• Serve as the lead and subject matter expert on administering, building, maintaining, and improving AWS/Azure environments, utilizing AWS cloud services and development and automation tools while ensuring compliance with certification and regulatory standards</li> </ul> |                               |  |

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|  | <ul style="list-style-type: none"> <li>• Set up monitoring, alert and scheduled tasks such as AMI backups, instance reboots, etc to ensure availability of CalHFA's cloud environment.</li> <li>• Set up EC2 instances, S3 buckets, EBS, and Lambda functions to ensure confidentiality and integrity of the Agency's data.</li> <li>• Perform migration of the CalHFA on-premises infrastructure/applications, as directed by the IT Manager I to an enterprise cloud solution (AWS, Azure).</li> <li>• Create and review technical and process documentation, auditing and improving processes from an operational and security standpoint.</li> <li>• Collaborate with internal teams effectively, and seek to understand user experience and stakeholder perspective on operational processes.</li> <li>• Proactively identify and implement operational improvements, enhancements, and system customizations that meet business requirements</li> <li>• Buildout target cloud architectures for existing on-premises customer workloads that will be moved and support the migration of customer workloads to the cloud.</li> <li>• Perform comprehensive analysis of applications targeted to migrate to the public cloud.</li> <li>• Assist in maintaining architecture diagrams of target architectures based on best-practices and with customer requirements in mind; walkthrough diagrams with customer and gain buy-in.</li> <li>• Ensure availability, scalability, and performance plans for CalHFA's cloud environment, and various managed service environments.</li> <li>• Maintain processes and quality improvements through task automation: Implement Infrastructure-as-code (IaC), automate security controls and alerts as well as routine maintenance tasks.</li> <li>• Work with the Information Security Office (ISO) to implement security measures to protect CalHFA's cloud servers and infrastructure from intrusions and vulnerabilities.</li> <li>• Research, evaluate, and test new technologies, tools, and services relating to the server infrastructure and provide innovative solutions to enhance existing processes.</li> <li>• Serve as a technical architect for the Agencies' cloud computing infrastructure, evaluating business needs, security impacts, and overall effect of change to the physical, virtual, and cloud server environments.</li> </ul> |
| 25%  | <p><b>Data integrity and management:</b></p> <ul style="list-style-type: none"> <li>• Develop, implement, test, and deploy procedures for all server backups, including the cloud infrastructure servers and restore utilizing the CalHFA backup solution, ensuring sufficient capacity, reliability, management, performance, and integrity of CalHFA data.</li> <li>• Work with IT Manager I to document, update and maintain the Agency's Disaster Recovery Processes and Procedures to ensure business continuity.</li> <li>• Audit the cloud infrastructure system performance and serve as the escalation point for troubleshooting system components.</li> </ul>   |
| 15%  | <p><b>Windows Server, VMware Server, and EMC Storage Area Network (SAN) infrastructure</b></p> <ul style="list-style-type: none"> <li>• Assist the infrastructure team in creating and maintaining the server hardware/software and storage side of the network.</li> <li>• Provide technical support and assistance to the Service Desk for the troubleshooting of application problems, system configuration issues, and malfunctions.</li> <li>• Diagnose and resolve system hardware, software, and firmware problems as they arise.</li> <li>• Manage, maintain, and troubleshoot the CalHFA VMware environment, including the VMware 5.5-6.x virtualization software, including ESXi, vCenter, vSAN, and clustering to ensure systems availability.</li> <li>• Manage and maintain enterprise patch management infrastructure to ensure optimal performance of the Agency's systems.</li> </ul>   |

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| 10%   | <b>Public Record Act (PRA) and litigation data needs management:</b> <ul style="list-style-type: none"> <li>Responsible for mining electronic data (network files, email) for Public Record Act (PRA) and litigation requests.</li> <li>Ensure litigation hold account information is accurate and current.</li> </ul>  |   |
| 5%  | <b>MARGINAL FUNCTIONS</b><br><b>IT Team Member:</b> <ul style="list-style-type: none"> <li>Actively participate as a team member.</li> <li>Stay current on emerging technology issues and ensure client satisfaction.</li> <li>Assist the help desk and end user support with escalated issues from the tier 2 technicians.</li> <li>Participate in staff meetings, attend training, provide work status reports, handle special projects, and other job-related duties as assigned.</li> </ul> |   |
|   | <b>WORK ENVIRONMENT AND PHYSICAL ABILITIES REQUIRED</b> <ul style="list-style-type: none"> <li>Seldom overnight travel (5%).</li> <li>Work in a high-rise building.</li> <li>Transport equipment up to 40 pounds.</li> <li>Use computer keyboard and read from computer screens several hours a day.</li> <li>Requires movement of heavy objects.</li> </ul><br><b>SPECIAL REQUIREMENTS</b> <ul style="list-style-type: none"> <li>Subjected to Conflict of Interest Code, Form 700.</li> </ul> |   |
| <b>SUPERVISOR ACKNOWLEDGEMENT:</b><br>I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.   |   |   |
| Supervisor's Name   | Supervisor's Signature  | Date  |
| <b>EMPLOYEE ACKNOWLEDGEMENT:</b><br>I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work 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.) |   |   |
| Employee's Name   | Employee's Signature  | Date  |
| <b>ANALYST'S STATEMENT: I have reviewed this Duty Statement.</b>  |   |   |
| Analyst's Name  | Analyst's Signature   | Date  |