Position Details

Classification:
Information Technology Specialist I

Office/Branch: Information
Technology/IT Operations

Working Title: Cloud and Server
Administrator

Location: Sacramento

Position Number: 311-440-1402-001

HR Approval Date/Initials: JT 3/18/24

**CBID/Bargaining
Unit:** R01

**Work Week
Group:** E

Tenure:
Permanent

Time Base:
Full-Time

Job Description Summary

Under the direction of the Infrastructure Operations Manager, an Information Technology (IT) Manager I, the IT Specialist I (Cloud and Server Administrator) works independently and as part of a team to manage, monitor, and maintain the Authority's cloud-based infrastructure. The Cloud and Server Administrator also supports on premise and virtual servers, the virtual desktop infrastructure, and storage and backup services and solutions. The incumbent must maintain accurate documentation and be highly responsive to the needs of the business and its end users.

The following IT Domains are applicable to the incumbent's duties/tasks:
- ☐ Business Technology Management
- ☒ Client Services
- ☐ Information Security Engineering
- ☐ Information Technology Project Management
- ☒ Software Engineering
- ☒ System Engineering

Duties
Percentage
Essential (E)/Marginal (M)

40% (E)   **Cloud and Server Administration**
- Maintains and administers cloud infrastructure solutions such as virtual private clouds (VPC), Amazon Web Services (AWS) EC2 instances, S3 storage, Workspaces, and load balancers.
- Monitors application and infrastructure performance in the AWS environment using CloudWatch.
- Troubleshoots and resolves incidents and alerts. Monitors, documents, and enters relevant information into Authority ticketing systems or databases.
- Performs patches and applies updates, as required, to ensure an optimal operating environment. Ensures conformance to the enterprise

patch management plan.
- Implements mitigations and resolves vulnerabilities within the service levels defined by the Information Security Office.
- Monitors system performance and availability to identify and resolve issues before they can impact business operations.
- Implements processes and quality improvements through task automation. Implements Infrastructure-as-code (IaC), automates security controls and alerts and routine tasks.
- Develops or designs, documents, tests, deploys or implements, and supports applications and tools for server systems.
- Plans, facilitates, and performs tasks/activities in support of the migration of on-premises workloads to the cloud.
- Maintains security, network, and systems management applications with AWS and Azure, as required.
- Installs, configures, and maintains hardware and software required for the administration of the enterprise network, server operations, and cloud systems.
- Manages and maintains the VMware and VDI environments.

40% (E)   Infrastructure Operations Support
- Provides technical support and collaborates with other IT staff or business partners to troubleshoot and resolve application problems, system configuration issues, and other malfunctions.
- Diagnoses and resolves system hardware, software, and firmware issues as they arise.
- Monitors the Authority's ticketing system. Proactively responds to and resolves incidents and fulfills service requests within defined service levels. Ensures actions are documented and cases are updated and closed in accordance with established processes.
- Supports the delivery of business applications by participating in workgroups and project teams and working collaboratively with other IT units.
- Maintains standard configurations of server performance monitoring systems and software installations; and makes changes in response to new technologies, products, or security initiatives.
- Creates and maintains technical diagrams of existing and target architectures.
- Researches and evaluates technologies and tools to identify and recommend methods or products to improve the Authority's infrastructure services.
- Creates and maintains process and technical documentation for all cloud, server, storage, and back up activities, as needed or required.
- Leads or coordinates infrastructure initiatives; collaborates and

communicates plans, changes, and status updates to management, other IT units, vendors, and business partners as appropriate. Creates and/or updates internal status reports and related documentation.

- Ensures all Change Management and Release Management processes are followed.
- Contributes to the development of Business Impact Analyses, and Incident Response and Technology Recovery Plans. Participates in tabletop exercises to validate effectiveness.
- Implements or maintains IT policies, plans, processes, and standards, as appropriate.
- Identifies continuous improvement opportunities for cloud and other infrastructure support processes to optimize operations.
- Provides supports or performs duties across other IT domains (i.e. Active Directory, Microsoft and other collaboration services, desktop support, etc), as needed or directed.

15% (E)   **Storage and Backup Administration and Support**
- Evaluates, designs, tests, deploys, and supports applications and tools for Storage Area Networks (SAN).
- Manages and maintains the Authority's Pure Storage environment.
- Plans, deploys, and administers backup system hardware and software.
- Creates, documents, and maintains all server backup and recovery procedures utilizing the Authority's backup solution(s).
- Performs and verifies backups and/or replication; tests and validates recovered data.

5% (E)   **Other Duties**
- Fosters an environment of teamwork and collaboration.
- Actively participates in team and departmental meetings, training, technology initiatives, or other assignments.
- Maintains up to date knowledge about Authority and state policies, processes, and industry best practices and other position-related subject matter.
- Ensures travel is approved and documentation and expense claims are processed in a timely manner.
- Invests in personal development through continuous education to gain and enhance position-related knowledge.
- Adheres to Authority policies and procedures regarding attendance, leave, and conduct.
- Other duties as needed to accomplish the Authority and IT Office mission and goals.

Special Requirements

The checked boxes below indicate any additional requirements of this position.

License Required	Conflict of Interest (COI)	Bilingual Required	Contract Manager	Medical Required
Yes ☐ No ☒ Type:	Yes ☒ No ☐	Yes ☐ No ☒ Language:	Yes ☐ No ☒	Yes ☐ No ☒

Other Special Requirements Information:
- **Conflict of Interest (COI) –** This position is designated under the Conflict-of-Interest Code. The position is responsible for making, or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The employee is required to complete form 700 within 30 days of assuming employment. Failure to comply with the Conflict-of-Interest Code requirements may result in disciplinary action.

Knowledge and Abilities

All knowledge and abilities of the Information Technology Associate classification; and

Knowledge of: Information technology governance principles and guidelines to support decision making; complex and mission-critical business processes and systems; principles, methods, and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Ability to: Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

Desirable Qualifications
- Possess AWS Associate or Professional certification.
- Demonstrated experience (one year or more) maintaining AWS environments.
- Demonstrated experience deploying and administering AWS Workspaces.
- Experience with cloud computing platforms such as, AWS and Microsoft Azure.
- Experience with AWS and Azure Security Groups.
- Experience building environments utilizing IaC.
- Experience with scripting methods, such as PowerShell, to automate tasks.
- Experience managing virtual servers and desktops, such as VMware ESXi, vCenter, and Horizon View Virtual Desktop Infrastructure (VDI).
- Experience with Veeam Backup and Replication.
- Experience leading projects or infrastructure-related initiatives.
- Experience with Windows-based operating systems, configurations, Active Directory, and Group Policy.
- Experience with Microsoft O365 support and administration including Exchange, Teams, OneDrive, SharePoint, and Office.
- Ability to prepare and produce clear and concise documentation (e.g., processes and procedures, technical diagrams, plans, policies, etc.).
- Ability to establish and maintain cooperative working relationships with all levels of staff, management, and vendor partners; and communicate effectively with peers, end users, and other technical staff, management, and partners.
- Ability to prioritize multiple tasks in a fast-paced achievement-oriented environment.
- Ability to communicate effectively in a clear and concise manner.
- Ability to communicate complex technical information in a manner easily understood by non-technical stakeholders and end users.
- Ability to work under pressure to meet deadlines.
- Ability to independently analyze and resolve issues; and perform root cause analysis.
- Ability to meet business needs through innovative solutions.
- Ability to maintain confidentiality of sensitive tasks, assignments, and information.
- General knowledge of project management practices.
- Demonstrate a service oriented, customer relations-sensitive attitude.
- Willingness to work excess hours to achieve business results.
- Display enthusiasm and aptitude for continuous learning.

Supervision Exercised Over Others
This level does not supervise but may lead. The IT Specialist I has defined responsibility and authority for decision making related to projects or in an advisory function.

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Public and Internal Contacts
The incumbent will have regular contact with various levels of staff at the Authority, consultants, vendors, contractors, and staff at other state agencies. The incumbent must handle all situations and communications tactfully and respectfully to support the Authority's mission.

Responsibility for Decisions and Consequence of Error
At the Information Technology Specialist I level; the incumbent is responsible for individual decisions and actions. As a subject matter expert; this level is responsible for actions that could have a serious detrimental effect on the operating efficiency of the undertaking or function. The consequence of error at this level may result in loss of data, user dissatisfaction, and impact to the organization, project, or work unit, and related support units. Consequences include operational down time, loss of business continuity, and poor customer service and performance.

Physical and Environmental Demands
While working on-site, the incumbent works in a professional office environment, in a climate-controlled area which may fluctuate in temperature and is under artificial light. The incumbent will be required to use a computer, mouse, and keyboard, and will be required to sit for long periods of time at a computer screen. The incumbent must be able to focus for long periods of time, multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. The incumbent must develop and maintain cooperative working relationships and display professionalism and respect for others in all contact opportunities.

Working Conditions and Requirements
a. Schedule: Flexible schedules are available for this position.
b. Telework: Part time telework is available for this position for up to three days per week.
c. Travel: Occasional travel may be required to Authority locations within California, if needed, to support business needs.
d. Other: The incumbent may be required to carry a state-issued cell phone and work outside of their regular schedule, as needed, to meet business needs.

Acknowledgment and Signatures

I have read and understand the duties listed above and can perform them with/without reasonable accommodation (RA). (If you believe you may require RA, please discuss this with the supervisor indicated below who will discuss your concerns with the RA coordinator. If you are unsure whether you require reasonable accommodation, inform the supervisor indicated below who will discuss your concerns with the RA Coordinator.)

Employee Printed Name:	Signature:	Date:

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Supervisor Printed Name:	Signature:	Date:

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