



**Classification:** Information Technology Specialist II  
**Position Number:** 880-280-1414-XXX

**DUTY STATEMENT**

**CURRENT**       **PROPOSED**

<b>RPA Number:</b> 23-280-065	<b>Classification Title:</b> Information Technology Specialist II	<b>Position Number:</b> 880-280-1414-XXX
<b>Incumbent Name:</b> Vacant	<b>Working Title:</b> Windows Server Administrator	<b>Effective Date:</b> TBD
<b>Tenure:</b> Permanent	<b>Time Base:</b> Full-Time	<b>CBID:</b> R01
<b>Division/Office:</b> Division of Information Technology		<b>Section/Unit:</b> Server Operation Unit
<b>Supervisor's Name:</b> Doug McCauley		<b>Supervisor's Classification:</b> Information Technology Manager I

<b>Human Resources Use Only:</b>	
<b>HR Analyst Approval:</b>	<b>Date:</b>

<b>General Statement</b>
Under the general direction of an Information Technology Manager I (ITM1) and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.
<b>Position Description</b>
The Windows server Information Technology Specialist II is responsible for providing timely and professional assistance to the staff within the Agency, by phone, e-mail, mail, and in person. The Windows Server Information Technology Specialist II is required to work independently, communicate effectively, manage multiple tasks, and become proficient in their duties. Proficient utilization of Microsoft Office Suite is required.
<b>Essential Functions (Including percentage of time):</b>



40%	<p>Acts as a technical and project subject expert for the Server Operations Unit (SOU) on the most complex information technology systems for Windows server maintenance and support, technical recovery planning, server back-up management and reporting, and Azure infrastructure. The Information Technology Specialist II optimizes and applies architecture solutions for the benefit of the overall organization and play a major role in advising management or formulating information technology strategy and policy within the organization. Perform risk assessments and recommend information technology solutions; analyze incident-related data and determine the appropriate response. Develop implementation plans including cost-benefit or return on investment analyses, design infrastructure configuration. Review software architecture and make recommendations regarding technical and operational feasibility; plan, design, and implement the enterprise data models using standardized modeling tools to align technology solutions with business strategies. As a project subject expert, the Information Technology Specialist II will meet and work with customers internal and external of the Division of Information Technology (DIT) to review and define specific complex server related requirements, review and evaluate operational needs; make recommendations on server-based solutions; identify challenges, and limitations of server requirements, propose procurement strategy, process approach to design, test, deploy and maintain server solution. The Information Technology Specialist II is the Windows technical subject expert for on-going support of the Windows servers, VMWare VCenter, Rubrik, and other complex and critical server-based solutions for the SOU unit.</p>
30%	<p>Coordinates the testing of complex application server and back-up requirements; reviews and evaluates application server test results; discusses and makes recommendations on final proposed solution; makes customer requested changes in a testing environment to ensure all necessary changes are properly done prior to deployment; monitors implemented solution to ensure solution is functioning as expected; reviews user instructions and support documentation. Gains proficiency in the use of Cal/EPA Enterprise shared environment, MS Active Directory, Enterprise Rubrik Server Back-up solution, Windows Server Administration (physical and virtual), Enterprise storage system, be familiar with the California State Information Management Manual (SIMM), State Administrative Manual (SAM) and Water Boards server operation procedures, completed staff work, and use of proper standards for IT.</p>
15%	<p>Verify and validate the quality of their completed work; assist in review of their peers' work and procedures. Develop and generate reports to identify possible improvement areas for server operations; research, analyze and recommend resolutions and/or resolve all server operation related issues. Fosters the Server Operations Unit technical collaboration and mentoring opportunities. The Information Technology Specialist II is the technical subject expert for the Windows VMware development and test environments.</p>
10%	<p>Responds to customer server operations inquiries in Service Now regarding server-based applications, systems back-up and restoration issues and permissions issues. Research and recommend resolutions for issues. Attends regularly scheduled DIT staff meetings and training sessions.</p>



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<b>Marginal Functions (Including percentage of time):</b>	
5%	Perform other duties as required.
<b>Typical Physical Conditions/Demands:</b>	
The position requires extensive use of a computer, and the ability to sit/stand at a desk for extended periods of time. Ability to lift and carry up to 50 pounds. Ability to sit for extended periods of time while traveling.	
<b>Typical Working Conditions:</b>	
The incumbent works in an office building in a smoke-free environment. The work schedule is Monday through Friday as required to support core business hours. Will be required to work unusual hours including evenings, weekends, and holidays in response to IT outages or when the department is mission tasked. Overnight travel may be required within the state as necessary to support job functions.	

<b>Supervisor Statement</b>		
I certify this duty statement represents 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 Name	Supervisor Signature	Date
Employee Name	Employee Signature	Date