

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Specialist I	Working Title Enterprise Storage Engineer
Name of Incumbent	Position Number 280-353-1402-xxx
Section/Unit Enterprise Infrastructure Services/ Enterprise Storage Group	Supervisor's Name
Division Infrastructure Services	Supervisor's Classification Information Technology Manager I
Branch Information Technology	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction <i>Click here to enter text.</i>
	Revision Date 11/5/2021

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required | <input type="checkbox"/> Call Center/Counter Environment |
| <input checked="" type="checkbox"/> May be Required to Work in Multiple Locations | <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check |
| <input type="checkbox"/> Requires DMV Pull Notice | <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) |
| <input checked="" type="checkbox"/> Travel May be Required | <input type="checkbox"/> Other (<i>specify below in Description</i>) |

Description of Position Requirements (*e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.*)

Travel to OTech, Goethe, West Sacramento, and Natomas facilities for hardware install, repair, and troubleshooting, as required.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

- | | | |
|--|---|--|
| <input type="checkbox"/> Business Technology Management | <input checked="" type="checkbox"/> IT Project Management | <input checked="" type="checkbox"/> Client Services |
| <input checked="" type="checkbox"/> Information Security Engineering | <input checked="" type="checkbox"/> Software Engineering | <input checked="" type="checkbox"/> System Engineering |

Summary Statement (Briefly describe the position's organizational setting and major functions)

Under the direction of the Information Technology (IT) Manager I, the Information Technology (IT) Specialist I demonstrates full competence in a specialist analytical role and has the ability to give technical or team leadership over lower-level staff with a high degree of technical versatility and broad industry knowledge. The incumbent works as a technical specialist in EDD's Infrastructure Services Division (ISD) in support of the organization's enterprise information technology operations, including all associated hardware/software components and the confidential and sensitive data used at EDD. The incumbent is responsible for the implementation, maintenance, and operations of the organization's statewide information technology systems.

The IT Specialist I contributes toward the growth of the Information Technology Branch into a customer-focused service organization by following the Branch's established cultural principles and they will also continuously improve communications and relationships with vendors,

subordinates, peers, management, and customers. Promotes and advocates the foundational information system principles of confidentiality, integrity, and availability throughout EDD.

The incumbent acts as an Engineer on systems software/hardware projects and/or on information systems.

Over time, the incumbent will progress through the ranges of the class, and work will increase in complexity and coordination for larger impact as more experience is gained. An incumbent in Range A will be able to perform tasks with some assistance, an incumbent in Range B will be able to perform tasks with little assistance and an incumbent who has reached Range C will be able to perform the task independently, and assist newer staff in the process as needed.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage of Duties	Essential Functions
30%	<p>Performs complex technical tasks in support of the ISD's lines of business and serves as system lead, on a rotating basis, with other specialists by providing leadership, mentorship, and training to assigned Enterprise Storage staff. Provides complex analytical and technical review and analysis to ensure all applicable enterprise SAN, storage, and data protection infrastructure policies and standards are adhered to. Ensures information systems are compliant with all Federal, State, and Department information technology and security requirements.</p> <p>Provides technical knowledge and leadership for SAN, storage, and data protection. Mentors lower-level staff in infrastructure design and engineering, project and task implementation, testing plan development, and migration for Enterprise production systems. Works with technical experts from all IT disciplines to provide service and support for EDD Enterprise environments. Provides knowledge for complex problem resolution. Documents resolved issues, in order to resolve similar future issues quickly and efficiently.</p> <p>Develops, maintains, and improves all infrastructure documentation systems and standard operating procedures to ensure technical systems standards are maintained and improved. Provides consultation and technical leadership to project teams. Acts as a team lead engineer for departmental projects. Architects and supports the evaluation and testing of hardware and software for the SAN, storage, and data protection infrastructure.</p> <p>Monitors and assigns SAN/storage/data protection-related Service Desk and trouble tickets. Trains and mentors lower-level staff to meet ISD standards to ensure that SAN/storage/data protection-related problems are accurately diagnosed and resolved in a timely manner.</p> <p>Performing physical tape management tasks for all EDD data centers. Escorting vendors to work on equipment in the Computer Rooms for installation, configuration and break fixes.</p>
20%	<p>Provides SAN, storage, and data protection technical expertise and support in multi-departmental data center storage infrastructures and environments throughout the State. Responds and troubleshoots escalated complex Enterprise Infrastructure Services break/fix issues and problems. Engineers, recommends, and implements multi-department</p>

evaluation and testing of hardware and software for the SAN/storage/data protection infrastructure and systems. Engineers and supports Agency SAN/storage/data infrastructure refresh and technology enhancements throughout the state. Responsibilities include, but are not limited to:

- Performing SAN, storage, and data protection design, configuration, testing, implementation, and support.
- Performing Enterprise SAN, storage, and data protection ongoing daily operations.
- Planning SAN, storage, and data protection hardware and software deployment.
- Performing SAN, storage, and data protection monitoring and troubleshooting.
- Conducting SAN, storage, and data protection capacity planning analysis.
- Managing, monitoring, and reporting SAN, storage, and data protection growth trends.
- Monitoring and maintaining the health and performance of the SAN, storage, and data protection infrastructure.
- Troubleshooting and resolving SAN, storage, and data protection hardware and software issues and problems.
- Leading SAN, storage, and data protection team for department-wide projects.
- Conducting Enterprise technical evaluation and testing of new hardware and software for SAN infrastructures, storage platforms, and data protection solutions.

10% Communicates with project teams, customer contacts, partnering divisions, and branch management effectively. Prepares and gives presentations, regarding projects, as required. Utilizes presentation skills to effectively report/present findings and deliverables, as required.

10% Develops, implements, and maintains software-based SAN/storage/data protection management and monitoring tools. Trains lower-level staff on the proper usage of the SAN/storage/data protection management and monitoring tools and software.

10% Acts as team lead/specialist for certain department projects. Supports the evaluation and testing of hardware and software for the client/server infrastructure and systems. Supports Agency SAN/storage/data protection infrastructure refresh and technology enhancements throughout the State.

10% Responds to any assigned SAN/storage/data protection issues, concerns, or outages. Responds timely and efficiently to all assigned ticket notifications and provides troubleshooting assistance. Provides management with recommendations to problem resolution. Communicates with all parties involved, including customers, support staff, and Service Desk staff, to ensure everyone knows estimated resolution times.

Percentage
of Duties

Marginal Functions

5% Invests in personal development through continuous education to maintain position related knowledge in the information technology field with the emphasis in infrastructure services.

5% Performs other duties as assigned.

4. WORK ENVIRONMENT (Choose all that apply from the drop-down menus)

Standing: Occasional (13-25%) Sitting: Intermittent (34-50%)
Walking: Occasional (13-25%) Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting Pushing/Pulling: 1-25% of the time
Lifting: 1-25% of the time Bending/Stooping: 1-25%
Other: *Click here to enter text.*
Type of Environment: a. Cubicle b. N/A c. Select d. Select
Interaction with Public: a. N/A b. Select c. Select.

5. SUPERVISION

Supervision Exercised (e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)

N/A

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name (Print)

Employee's Signature

Date

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.

Supervisor's Name (Print)

Supervisor's Signature

Date

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

Duties meet class specification and allocation guidelines.

PMG Analyst initials Date approved
dmg 11/5/2021

Reasonable Accommodation Unit use ONLY (completed after appointment, if needed)

* If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:

Civil Service Classification
IT Specialist I

Position Number
280-353-1402-108

[Click here to enter text.](#)

**** AFTER SIGNATURES ARE OBTAINED:**

- **SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)**
- **FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE**
- **PROVIDE A COPY TO THE EMPLOYEE**