

## POSITION STATEMENT

### 1. POSITION INFORMATION

Civil Service Classification Information Technology Specialist I	Working Title Technology Recovery Coordinator
Name of Incumbent	Position Number 280-353-1402-101
Section/Unit Enterprise Infrastructure Services / Enterprise Storage Group	Supervisor's Name
Division Infrastructure Services Division	Supervisor's Classification Information Technology Manager I
Branch Information Technology Branch	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction
	Revision Date 7/11/2022

### 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 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 type="checkbox"/> Travel May be Required                                     | <input checked="" 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.*)

Due to the nature of disaster recovery, the TRC must be prepared to be on call at any time, and may also be periodically expected to work off-hours to support test activity.

### 3. DUTIES AND RESPONSIBILITIES OF POSITION

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

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

- |  |   |  |
|--|---|--|
| <input checked="" 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 type="checkbox"/> Software Engineering             | <input checked="" type="checkbox"/> System Engineering |

Under the direction of a Information Technology (IT) Supervisor II, the IT Specialist I serves as the Technology Recovery Coordinator (TRC) for the Information Security Office (ISO). The incumbent will independently assess organizational risks, determine technology recovery requirements, recommend recovery strategies to meet those requirements, coordinate the development of plans and the acquisition of resources, and coordinate the preparation and execution of the testing of those plans. The TRC facilitates the Employee Development Department's (EDD) Technology Recovery Program, and is responsible for addressing the IT operations recovery and resiliency needs of the department. As such, the TRC must be prepared to work with individuals in many different disciplines, across the IT branch, and within the various business units. The TRC demonstrates strong technical leadership qualities in order to prevent failure of the IT infrastructure. Responsibilities include carrying out recovery efforts of critical business functions, system recovery, crisis communication, lead rapid restoration of data center operations, and ensuring the availability of mission-critical applications and production data in the event of a disruption. Additionally, the TRC will support key business continuity

objectives including IT damage assessment and emergency communications, and help manage coordination efforts with other government entities.

The TRC collaborates with the Business Continuity Office and Statewide Security (BCOSS), business stakeholders, technical/incident response leaders and system owners to define, prioritize and support key IT disaster recovery requirements. The TRC must have an advanced understanding of the EDD's operations, technical expertise, critical business function recovery requirements and organization priorities for inclusion, at a minimum, of annually into actionable plans. The TRC documents IT systems infrastructure requirements and resilience and recovery testing strategies for linkage of the EDD's IT and system recovery activities with business operations recovery and continuity requirements on a proactive basis.

The incumbent performs impact analysis by tracking and providing ongoing risk assessments, business and privacy assessments and the reporting requirements needed to fulfill mandated compliance.

The incumbent demonstrates leadership in representing the EDD Information Security Office as it pertains Technology Recovery and associated reporting mandates. In addition, the incumbent provides guidance and assistance as needed in support of the ISO Risk Management and Privacy/Disclosure lines of business.

The incumbent also contributes toward the growth of the Information Technology Branch into a customer-focused service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

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

Percentage  
of Duties

Essential Functions

45%

Coordinates, facilitates and provides detailed direction for all technology recovery, and testing activities through proactive collaboration with BCROSS, external business partners and key IT staff members/system owners for the purpose of planning, directing, controlling and maintaining an effective testing plan. This includes detailing lessons learned from tests and using these to form action plans for future improvements. Assesses and communicates recovery environment requirements associated with the current IT environment, and provides recommendations to enable timely, effective decisions regarding data center recovery planning and execution. Assist with development and negotiations for contracts and service level agreements (SLAs) for disaster recovery service providers, provide project management for TR on projects, assume a leadership responsibility for disaster recovery with a major focus on achieving all financial estimates, ensuring the adequacy of end-state production recovery environments, meeting all strategic planning deliverables, and coordinating the activities of technology resources with BCROSS, key business units and development groups, as required. Perform recovery capacity planning with key IT groups in support of specific current, planned and new business/program initiatives, with major focus on proactively ensuring an adequate recovery network and processing environment, as well as accurate and predictive budgeting.

25%

Develops and maintains the EDD Information Security Office Technology Recovery Plan (TRP) and Information System Recovery Plan (ISRP) process, procedures, standards pertaining to System Security Plans (SSP), Business Continuity Management Policies, TRP and Operational Recovery Plans (ORPs) through System Owner collaboration, Information Security Directives, etc. derived from National Institute of Standards and Technology (NIST) and the CA Department of Technology. Assists internal customers in the development of all ISRPs, TRP and ORPs which facilitate the recovery of key operational or technological resources (i.e. data center, call center, network, production line, etc.). Assists external customer requests through various request channels. Compiles and follows up on post ISRP/TRP testing to ensure actions needed to improve recovery response in the IT organization are implemented, orchestrate the execution of the ISRPs/TRP when a business disruption occurs, in coordination with BCROSS, the Security Incident Response Team (SIRT), management and executive leadership. Assists with event impact assessment and disaster declaration activities, as required. Creates program update communications to internal management (Division Chief Team, the business continuity management, audit groups and business unit management, and facilitates quarterly TR program update meetings with ITB system owners, management and BCROSS).

15%

Independently performs Business Impact Analysis to define and assess the potential impact to the organization as a result of various projects in flight, as well as conducts risk assessments for new or augmented business processes with BCROSS for ISRP, TRP, Business Resumption Plans (BRP) and Continuity of Operations/Continuity of Government (COOP-COG) plan alignment.

10% Utilizes software reporting applications to provide mandated reporting updates as needed for enterprise applications/systems.

Percentage of Duties Marginal Functions  
5% Performs other duties as assigned.

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

Standing: Infrequent (7-12%)      Sitting: Frequent (51-75%)  
Walking: Infrequent (7-12%)      Temperature: Temperature Controlled Office Environment  
Lighting: Artificial Lighting      Pushing/Pulling: Not Applicable  
Lifting: Not Applicable      Bending/Stooping: Not Applicable  
Other:  
Type of Environment: a. Cubicle b. Select c. Select d. Select  
Interaction with Public: a. Required to assist customers on the phone and in person. b. Select c. Select.

**5. SUPERVISION**

Supervision Exercised (e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)  
None

**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  
JMB      8/14/2024

**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:

[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