

DUTY STATEMENT

TECH 052 (REV. 02/2018)

RPA NUMBER (HR USE ONLY)

24-092

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 01/23/2025	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Associate		E. POSITION WORKING TITLE Senior Business Analyst
F. CURRENT POSITION NUMBER 695-242-1401-002		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-242-1401-002
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Administrative Services/Facility & Administrative Services/Facilities Technical Support/Gold Camp		I. SUPERVISOR NAME AND CLASSIFICATION Alfredo Reyes, Information Technology Supervisor I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) M-F, 8AM-5PM		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	<p>Information Technology Domains</p> <p><input checked="" type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>The Facility and Administrative Services provides various services to California Department of Technology staff. Under general supervision of the Information Technology Supervisor I, the Information Technology (IT) Associate performs a variety of recurring, well-defined technical and analytical functions related to the design, maintenance and future planning of California Department of Technology's data center infrastructure and other facility assets. Department facilities and POP sites are located throughout the state are both State owned and leased.</p> <p>The IT Associate will assist with a variety of facility services activities, including those associated with the management and oversight of the California Department of Technology building engineering services contract, valued at approximately \$15 million dollars, which supports the Department's mission critical data center infrastructure. The functions performed are critical to the California Department of Technology's overall mission by ensuring 24x7 infrastructure availability for information processing and access services to customer departments statewide.</p>
% of time performing duties 35%	<p>Essential Functions</p> <p>Assist the lead Engineering Services Contract and Project Manager in ensuring a reliable electrical, mechanical, and environmental infrastructure to the Department's various computing facilities.</p> <ul style="list-style-type: none"> • Coordinate with contractors and staff in the daily, weekly, monthly, quarterly and annual activities required to maintain the Department's critical and complex environmental infrastructure. • Assist in projects to replace, upgrade, and/or add equipment and associated operating systems of the data center infrastructure. • Assist staff in efforts to introduce new energy efficient and alternative power and cooling technologies into the Department's computing facilities. • Assist in the management of the Department's mission critical raised floor environmental/infrastructure support systems. This encompasses installation planning and 24x7 support for all the Department customers' computing platforms and the statewide network including, but not limited to Z/OS mainframes, Governor's E-mail and Governor's Homepage, HP and UNIYS system, and UNIX, AIX, NT, Windows and other servers and equipment. • Coordinate with the Computer Room Service (CRS) Unit technical staff, the allocation of computer room space to optimize the electrical and cooling system environment to support systems and equipment installations. • Coordinate remedial and preventive infrastructure maintenance requirements with the appropriate outside service providers.

- Work with staff to review, approve, and oversee engineering scripts, performance procedures, and tasks for maintaining the electrical, mechanical, and environmental infrastructure.
- Coordinate with staff to manage and secure resources to monitor, maintain, test, and repair electrical, mechanical, and environmental equipment, emergency backup systems, and fire life safety systems.
- Assist staff to coordinate the environmental aspects of installation planning for computing hardware, and power connectivity with emphasis on the impact to fire detection and suppression systems, leak detection systems, power and cooling, on the computer room raised floors.
- Assist staff with managing projects to facilitate and coordinate all activities between building engineering contractor staff, related sub-contractors, impacted Department technical program personnel, and their requesting customers associated with work orders and purchase orders under the terms of the contractual agreements.
- Track and monitor the development and authorization of work orders and purchase orders for infrastructure modifications and other building engineering services.
- Assist in the management, acquisition, production, and maintenance of AutoCAD files, computer room drawings, contractor supplied “as-built” drawings, and other related official files.
- Maintain documentation required to manage the electrical and power cable connectivity of the raised floor environment to support the Department’s computing infrastructure.

25%

Data Center Engineering Services Management

- Assist in the evaluation for the performance and completion of work of the sub-contractors (e.g., for UPS, generators, batteries, ASTS, fire detection and suppression, mechanical systems, etc.). Physically inspect authorized services, including technical infrastructure improvements and maintenance, to ensure contractor’s performance meets the Department requests, quality, timeliness and contract specifications.
- Review, analyze, and validate invoices for building engineering services and supplies and fiscal management reports. Ensure adequate funding availability based on the contract duration.
- Work closely with staff in the development of related technical standards, processes, and procedures. Maintain related technical documentation; participate in contract development and procurements to renew engineering and related contracts and for new facilities and building projects.
- Work with staff to evaluate, update, and coordinate Statements of Work and contract amendments that meet the Department’s needs and request appropriate amendments to ensure continuity of services.
- Assist in the development of contract specifications and the building engineering contract renewal process. Ensure contract specifications include projections for future growth which affect the Department’s critical computing environment.
- Serve in a support and information gathering role regarding departmental stationary engineering services.

20%

Assistant Technical lead for Data Center Infrastructure Improvement Projects

- Manage capital improvement projects related to environmental infrastructure demands for Department’s computing facilities. This would include project oversight from inception to commissioning of additional and replacement of critical electrical system infrastructure components such as generators, Uninterruptable Power Supplies, switch gear, transformers, etc. as well as cooling system systems components such as water storage tanks, chillers, cooling towers, and computer room air conditioners.
 - Work with staff in the development of Capital Outlay Budget Change Proposals (COBCP) for infrastructure improvements to Department’s computing facilities.
 - Work with staff to formulate, analyze and recommend new energy efficient and alternative power and cooling technologies into the Department’s computing facilities. Technologies may include environmental control systems, air and waterside economizers, solar power, and fuel cells.
- Assist staff in the Department’s efforts to obtain and maintain Energy Star and Leadership in Energy and Environmental Design (LEED) certifications.

15%

Facility Services handling projects and issues

Identifying and resolving facility management and planning issues for the Department’s facilities, both owned and leased, as well as planned future sites. Duties include, but are not limited to:

- Coordinate with internal staff and control agencies the development of specifications for new sites and remodel or modification of existing sites.
- Evaluate, analyze, and assist in the creation of floor plans for new sites and remodel or modification of existing sites.

- Work closely with appropriate contractors to determine cost estimates and specification clarifications. Evaluate and analyze information provided by contractors and prepare and make recommendations to management.
- Work closely with staff in the negotiation and approval of site plans provided by facility planners, either by Department of General Services Real Estate Services Division (RESA) or by contract vendors, with Executive staff and lessor, as needed.
- Formulate, analyze and recommend policies, procedures and processes to manage and implement the efficient movement of staff within and between facilities, including problem resolution.
- Work with staff to analyze, develop and document project plans, determine scope and available resources, to manage and implement the numerous steps of large, medium, and small scale staff movement.
- Assist staff in analyzing and identifying issues arising from the movement of staff.
- Recommend improved processes and appropriate resolutions.
- Recommend policy, procedures, and processes to manage and implement the utilization of Department space, including how space is utilized and the criteria for utilization.
- Manage the Department's facility space, including the identification of issues and implement resolutions.
- Work closely with staff to coordinate new site searches, including analysis of potential sites for compliance with specifications, identification of any issues, and recommendations for resolution and appropriateness of selection.
- Analyze and evaluate the implement processes and procedures to identify and resolve routine maintenance issues, including:
 - Timely response to Service Desk tickets, email, telephone, and in-person requests/complaints.
 - Evaluate the request/complaint and determine the correct action to be taken per current procedures.
 - Identify issues and negotiate resolutions with lessor, when appropriate, including lease contract interpretation.

Marginal Functions

Provide assistance and backup to facility staff at other Department locations, including but not limited to:

- Gold Camp – Rancho Cordova
- 707 3rd St, West Sacramento-Headquarters W. Sacramento
- 10173 Croydon Way Sacramento -Croydon Warehouse
- POP Sites – Statewide
- Prospect Green Building 1
- Vacaville Data Center-Vacaville

Work Environment Requirements

- This position requires the incumbent to kneel, climb a ladder, and traverse the facility and surrounding areas numerous times daily.
- Travel to other Department facilities including computer rooms and central plants may be required.
- May be required to carry a cell phone and work off shift hours.

Allocation Factors

Supervision Received:

The IT Associate is under general supervision from the Information Technology Supervisor I. The incumbent receives detailed and specific instructions and defined objectives, priorities and deadlines specific in nature depending on the particular project or assignment. The Information Technology Supervisor I will assign ongoing workload. The incumbent's independence is limited, and progress will be reported and monitored on a weekly basis for issues requiring management attention.

Actions and Consequences:

The IT Associate must have an understanding of the responsibilities and duties and also an understanding of the mission and goals of the department. Unfavorable judgment, inadequate attention paid to, or improper execution of duties would result in unsafe conditions in the Department's computing facilities, potentially for both staff and Department equipment and

5% of time performing duties

processing capabilities, costly errors in space management, and costly delays in meeting Department service goals.

Personal Contacts:

The incumbent works closely with departmental staff, staff of control agencies, and the vendor community to provide technical information and solve problems.

Administrative and Supervisory Responsibilities:

The incumbent is expected to fulfill assigned responsibilities as outlined in the essential functions on a department wide basis

Supervision Exercised:

None.

Other Information

The successful incumbent must be highly organized, punctual, and dependable, and possess the following:

Knowledge of:

- State contracting rules; general contracting terms and conditions; general information technology (IT) hardware and requirements.
- Computing technologies and environmental support infrastructure.
- Building codes, State Fire Marshal regulations, uniform building codes, and Office of State Health Administration (OSHA) guidelines, policies, and procedures.
- Information system design methodologies.
- Information Technology environmental design and maintenance.
- Various facility management best practices.
- Construction management.
- State lease management processes.

Desirable Qualifications:

Ability to:

- Work with architectural drawing software, such as CAD, to develop and edit/update drawings and floor plans.
- Use a computer and various tracking and database applications.
- Communicate effectively orally and in writing; follow oral and written direction; analyze and evaluate proposals; make recommendations orally or in writing.
- Apply creative thinking in the design and utilization of office space.
- Effectively communicate with other departmental staff, control agency staff, and vendors.
- Perform research, and data gathering, and analyze information, reason logically and develop sound recommendations and conclusions.
- Prioritize and perform multiple tasks quickly and efficiently.
- Work with others in a team environment.
- Use various tools to produce technical reports.
- Utilize Remedy software to perform job functions.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
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