



DUTY STATEMENT

EMPLOYEE Vacant		RPA # / JOB CONTROL # 25-016 / 465667	
POSITION NUMBER 040-410-1401-xxx	CLASSIFICATION Information Technology Associate	WORKING TITLE Infrastructure Associate	
DIVISION Information Technology	SECTION/UNIT Enterprise Services / Infrastructure	CBID R01	WWG 2
WORK DAYS Monday - Friday	WORK HOURS 8AM – 5PM	TENURE Permanent	TIME BASE Full-time

CONFLICT OF INTEREST CLASSIFICATION

This position is designated under the Conflict of Interest Code and is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

Conflict of Interest Classification? Yes No

DEPARTMENT OVERVIEW

The California Victim Compensation Board (CaIVCB) is a state program dedicated to provide financial assistance to victims of crime and help them restore their lives. At CaIVCB, we work to reduce the impact of crime on victims' lives. We reimburse crime-related expenses, connect victims with services and support, and do all we can to inform and empower victims.

Our Mission: CaIVCB is a trusted partner in providing restorative financial assistance to victims of crime.

Our Vision: CaIVCB helps victims of crime restore their lives.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the duties of this position and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Office of Civil Rights).

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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SUPERVISOR ACKNOWLEDGEMENT

I certify this duty statement represents current and an accurate description of the essential job 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'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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DUTY STATEMENT

(REV. 04/22)

GENERAL STATEMENT

Under the general supervision of the Enterprise Services Manager (ITM I), the Information Technology Associate is responsible for supporting the IT infrastructure supporting CalVCB operations. This position will primarily function within the Systems Engineering domain.

**PERCENTAGE
OF TIME
SPENT****DUTIES****%****ESSENTIAL JOB FUNCTIONS**

30%

ESSENTIAL FUNCTIONS:

Infrastructure Activities:

- Implement and oversee information technology systems based upon emerging technologies including cloud computing, security, and systems automation.
- Responsible for working as part of a team to operate, maintain, upgrade, and decommission infrastructure systems.
- Monitor log files and analyze systems performance.
- Troubleshoot, track, and conduct root cause analysis of system, database, and operational issues.
- Create, document, and maintain configurations.
- Change configuration settings in response to new technology or security initiatives.
- Analyze, and design security access controls.
- Support telecommunications computing environments.
- Act as a contributing team member on diverse projects. Serve as a resource for projects, review and provide input on solutions for technical issues, and actively meet projected timelines and critical deadlines.

30%

Maintenance Activities:

- Apply security, operating system, and software patches and updates.
- Create and maintain documentation of business processes.
- Support the infrastructure staff tasked with disaster recovery testing and maintenance of the supporting documentation.
- Follow change management processes; ensure proper testing for system or application upgrades, patches, routine maintenance, and emergency changes.

30%

Analysis Activities:

- Recommend procurements of computing equipment by researching and reporting on emerging technologies and trends on an ongoing and as-needed basis.
- Initiates changes to infrastructure processes by researching, tracking and advising management of industry standards and best practices.
- Assists the project lead on complex analytical studies involving cross-functional teams.
- Participate as an infrastructure representative on a variety of projects and teams.
- Prepare IT related documentation in a variety of different formats, such as flowcharts, diagrams, and narrative descriptions.
- Research problems to provide effective solutions and provide input on process improvements.

DUTY STATEMENT

(REV. 04/22)

%	<u>MARGINAL JOB FUNCTIONS</u>
10%	Cross functional Activities: <ul style="list-style-type: none"> • Assists the project lead on complex analytical studies involving cross-functional teams. • Invest in personal development through ongoing continuous research and education to maintain position related knowledge in the information technology field with emphasis on cross-training and knowledge transfer within CalVCB IT. • Facilitate cross work and cross training as required. • Other duties as assigned.

DESIRABLE QUALIFICATIONS**Experience with the following:**

- Microsoft O365 Suite
- VMware Hypervisor and vCenter administration
- SAN and NAS network storage products
- Enterprise backup, disaster and recovery solutions
- Windows Server OS, Active Directory, and Security Group Policy
- Firmware, Operating System, and Security upgrades
- Networking fundamentals in support of TCP/IP and telecommunication networks
- Knowledge of Layer 2/3 networking protocols
- Backup, recovery and disaster preparedness.
- Project management concepts, terms, and methodologies.
- Technical report writing, research, and analysis.
- Experience monitoring and optimizing application systems.
- Knowledge of functional and technical requirements and system design concepts.
- Exposure to industry standards, concepts, practices, methods, and principles.

PERSONAL CHARACTERISTICS AND EXPECTATIONS

- Demonstrated ability to act independently or in a team with open-mindedness, flexibility, and tact.
- Ability to effectively handle multiple deadlines in a fast-paced work environment.
- Ability to problem-solve and use critical and creative thinking to effectively perform work.
- Display good interaction skills and the ability to deal professionally, congenially and in a personable manner with the public, other governmental entities, and staff at all levels.
- Communicate successfully in a diverse community as well as with individuals from varied backgrounds.
- Understand, follow and enforce all safety rules and procedures.
- Be supportive of management and coworkers.
- Maintain the confidence and cooperation of others.
- Ensure deadlines are met. Manage multiple & changing priorities.
- Maintain acceptable, consistent, and regular attendance.
- Develop and maintain knowledge and skill related to the job.
- Complete assignments in a timely and efficient manner.

PHYSICAL ABILITIES

- Typical work requires prolonged sitting using a computer and telephone.
- Common eye, hand, and finger dexterity is required for most essential functions.
- Grasping and making repetitive hand movements in the performance of daily duties.
- Some carrying/moving of objects up to thirty pounds.