

## DUTY STATEMENT

Employee Name:	Position Number: <b>580-155-1402-909</b>
Classification: <b>Information Technology Specialist I</b> (System Engineering)	Tenure/Time Base: Permanent / Full-Time
Working Title: System Administrator	Work Location: 850 Marina Bay Parkway, Building F, Richmond, CA 94804-6403
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Data Center Operations and Services Branch / Richmond Operations Services Section / Infrastructure Support Richmond Campus

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

### Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

### Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating customer focused solutions that are responsive and agile; supporting a modern infrastructure, tools, architecture, and standards; to effectively provide efficient services following service level agreements. The Information Technology Services Division (ITSD) leverages data and technology to create sustainability across CDPH by creating efficient solutions that meet customer expectations and reduce waste. As well as, creating innovative solutions, strengthening partnerships and collaborations, and embracing technology.

The incumbent works under the direction of the Information Technology Manager I (ITMI), Chief, Richmond Operations Services Section. The Information Technology Specialist I (ITS I) is responsible for infrastructure support of the Richmond Laboratory Campus (RLC) at the California Department of Public Health (CDPH). The ITS I independently directs installation, configuration, operation, maintenance, and enhancement of Richmond Campus Server systems. The ITS I provides technical expertise in performing a wide variety of tasks requiring maintenance and operations of application systems and their security for laboratory program. The incumbent plans, develops, and implements technological solutions for servers, networks, virtual hosting environments that are essential to the mission of the organization.

The ITS I serves as the secondary point-of-contact for all Richmond campus infrastructure and application systems. The ITS I consults with and provides guidance to information technology (IT) and program staff for IT network infrastructure administration workloads, including technical requirements, development, building, and deploying network components. The ITS I monitors, tunes and troubleshoots networks for optimal performance and system availability. The ITS I provides networking expertise to support, secure and optimize RLC network infrastructure. The incumbent provides second level support to CDPH enterprise network services operations including, but not limited to, firewalls, core, distribution and access switches, network monitoring tools, intrusion detection and prevention systems at the RLC Network.

The ITS I perform duties in the System Engineering domain.

### Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: 5% travel to special program laboratories to provide application and network support for clinical applications is required.
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

### Essential Functions (including percentage of time)

35% In conjunction with server and network teams, independently manages all aspects of planning, designing, configuration, monitoring, and supporting the RLC infrastructure to ensure that all services are available and performing optimally. Works alongside ITS II staff to assist in support and operations for over eleven CDPH Program Laboratories on Campus. Designs, analyzes, approves, and implements network access controls. Performs risk assessments and recommends information technology solutions on CDPH information security processes; analyzes incident-related data and determines the appropriate response; develops implementation plans for upkeep of current technology across the programs and server infrastructure in RLC. Serves as liaison to client and application teams to collaborate on projects and systems that cross all areas of RLC. Works with program leads to assist in design and implementation of complex laboratory application across all CDPH labs in compliance with security and policy protocols. Analyzes complex business IT issues in support of CDPH programs. Meets with vendors, program staff, and technical staff to assist in external system

implementations. The incumbent will need to occasionally travel to specialized CDPH owned laboratories for project implementations.

35% Analyzes business information and development standards, analytics, data models, and conceptual database designs. Provides advanced level system administration to support CDPH’s Azure cloud services and virtual server environments. Plans, develops, maintains, and implements virtual hosting environments. Develops and maintains secure operating system server templates utilizing command line scripting tools to automate installation of Windows and SQL virtual servers. Utilizes advanced level administrative experience to support all facets of VMWare technologies. Performs configuration management and release management for system components. Provides Microsoft SQL Server, Linux, Storage Area Network, Load balancing - F5, and Palo Alto system administration. Manages firewalls and switches. Provides advanced level cloud services system administration to support CDPH’s virtual server environments. Acts as technical specialist for cloud technology requests. Troubleshoots cloud services and application issues. Conducts research and performs analysis to recommend system upgrades, cost-effective solutions, and process improvements; troubleshoots, tracks, and conducts root cause analysis of system/database/operational issues.

25% Performs studies and research analysis related to technology projects; provides information technology consultation in support of business programs; coordinates and consults with users, administrators, and engineers to identify business and technical requirements; develops and sustains cooperative working relationships with project stakeholders; identifies infrastructure system requirements and recommends technology standards and methods to support organizational needs. Conducts research and performs analysis to recommend system upgrades, cost-effective solutions, and process improvements; troubleshoot, tracks, and conducts root cause analysis of system/database/operational issues. Acts in a leadership role and demonstrates technical versatility for lower-level staff aligning with technological modernization strategies in support of CDPH programs.

**Marginal Functions (including percentage of time)**

5% Perform other job-related duties as assigned.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor’s Name: <b>Beulah Mathew</b>	Date	Employee’s Name:	Date
Supervisor’s Signature	Date	Employee’s Signature	Date

**HRD Use Only:**  
 Approved By: J.A.  
 Date: MAR 25