

☐ Current
☒ Proposed

Civil Service Classification: Information Technology Specialist I
Working Title: System Administrator
Division Branch Name: Technical Services & Infrastructure Support Branch
Incumbent: Vacant
Position Number: 797-930-1402-001
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Exempt
CBID: R01
Tenure: Permanent
Time Base: Full Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA, and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

Primary Domain(s): Systems Engineering, Client Services and Security Engineering

DESCRIPTION:

Under the direction of the Technical Services & Infrastructure Support Branch Chief, the Information Technology Specialist (ITS) I performs a wide variety of tasks requiring regular innovative problem-solving within broadly stated and non-specific guidelines. The ITS I is primarily responsible for overall System Administration duties for the California Department of Aging (CDA) and functions as a back-up for the cloud administrator. The CDA technical environment consists of on-prem and cloud-based solutions. This includes various Windows Servers with file and print services, Intranet, SharePoint/OneDrive, Teams, Microsoft Exchange/Outlook messaging services and multiple models of Windows workstations and Azure Software As A Service. CDA environment also includes firewalls, switches and Wi-Fi equipment.

ESSENTIAL JOB FUNCTIONS:

40% System Administration

Designs, tests, evaluates, supports, implements, administers, maintains, backs up, restores and documents enterprise network and network equipment. This includes an on-site datacenter with Windows Hyper-V servers, Hybrid Active Directory, Group Policies, File Servers, Print Server, cloud-based technologies, Intune, Microsoft 365 solutions, and Windows Server virtual machines. Configures CDA Systems to interface with custom and Commercial-Off-The-Shelf software (COTS) applications and solutions. Research, identify configuration and security requirements for implementation. Monitors, manages and troubleshoots on-site and cloud-based infrastructure, makes recommendations for improvements and implements remediation plans. Executes and coordinates test plans for system upgrades or releases. Provides ongoing software installations, management, upgrades, and patches for all networked devices and related management tools. Evaluates and repairs or replaces server related hardware and software as required. Conduct research and performs analysis to recommend system upgrades, cost-effective solutions, and process improvements to meet current and future needs. Monitors, manages, and troubleshoots on-site and cloud-based infrastructure, makes recommendations for improvements and implements remediation plans. Executes and coordinates test plans for system upgrades or releases. Communicates with department staff at all levels to clarify their needs, proposes and describes alternatives, and provides guidance in the most effective and efficient use of new and existing solutions. Conduct research and performs analysis to recommend system upgrades, cost-effective solutions, and process improvements to meet current and future needs. Applies the department's policies and procedures when addressing Information Technology (IT) needs, including the most potentially sensitive security policies and mandates. Creates, modifies and maintains Azure resources. Maintains and implements Role Based Access Controls (RBAC) in CDA's Hybrid Active Directory Environment. Designs, develops, tests and maintains Service Desk system. Plans and manages Identity and Security involving Identity Management, authentication, authorization, risk prevention. Implements and manages authentication and securing Data/Analytical solutions.

20% Network Administration

Designs, supports, implements, administers, maintains, backups, restores and documents enterprise network and network equipment which include Wide Area Network/Local Area Network (WAN/LAN), local and cloud-based firewalls, switches and Wi-Fi equipment. Assists Network Administrator with remediations, certificate creation, data port activation/deactivation, testing and troubleshooting.

15% 2nd and 3rd Level Helpdesk

Monitors Service Desk system responds to assigned tasks, documents issues and resolutions, troubleshoots user/system's issues, and updates Knowledge Base in the Service Desk system. Provides guidance and assistance to Helpdesk support staff. Provides support in troubleshooting and resolving more complex helpdesk tickets. Works with the Helpdesk Team and provides oversight and coordination for all phases of the IT Purchasing and Inventory Control process including research activities to evaluate new IT products, tools, and services. Creates and prepares documentation and remediation for procedures and troubleshooting, installs and tests new and existing technologies. Develops, implements and maintains training. Provides outstanding customer service and interacts with respect with all

levels of users in a professional, polite, responsive, and courteous manner.

10% Project Management

Applies sound project management principles and follows established standards, processes and guidelines when assisting with branch or division responsibilities. Ensures projects are delivered on schedule and meet the customer's requirements and expected outcomes. Reports project status and provides project documentation as required (business requirements, technical specifications, work plans, status reports, etc.). Consults and provides recommendations to executives and leadership for decisions, planning, development, implementation and coordination for projects and outputs. Effectively communicates, collaborates, and coordinates with colleagues and customers.

10% Information Security

Responds to security events in accordance with CDA Security policies and procedures. Reviews CDA network and systems for properly implemented security control and report suspicious activities to the Information Security Branch/ISO. Analyzes business impact and exposure, based on emerging security threats, vulnerabilities, risks and recommend IT solutions that will be effective in solving any gaps. Assists in developing CDA policies and procedures from a network and systems security perspective. Implements security controls as required and recommended by Information Security Branch.

MARGINAL JOB FUNCTIONS:

5% Assist with other IT related duties as required.

TRAVEL: N/A

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers

have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date

Supervisor's Name and Title

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

- ☒ Duties meet class specification and allocation guidelines.
- ☐ Exceptional allocation, STD 625 on file.

Analyst initials: AS Date Approved: 8/12/24

Revision Date (if applicable): _____