

**DUTY STATEMENT**

TECH 052 (REV. 10/2015)

**PROPOSED**

RPA NUMBER (HR USE ONLY)

16-072

**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 09/19/16	B. APPOINTMENT EFFECTIVE DATE
C. CURRENT POSITION NUMBER 695-361-1367-013	D. PROPOSED POSITION NUMBER (LAST THREE (3) DIGITS ASSIGNED BY HR)
E. DIVISION / BRANCH / UNIT / PHYSICAL LOCATION OF POSITION Engineering/Windows Services/Windows Projects/Rancho Cordova	
F. CLASSIFICATION Systems Software Specialist III (Technical)	G. INCUMBENT NAME Vacant
H. SUPERVISOR NAME AND CLASSIFICATION Joseph Mirando, Systems Software Specialist III (Supervisory)	I. POSITION REQUIRES A FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) Monday through Friday, 8:00AM to 5:00PM	K. POSITION REQUIRES 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><b>Organizational Setting and Major Functions</b></p> <p>Under administrative direction of the Windows Projects Unit Systems Software Specialist III (Supervisory), the Systems Software Specialist III (Technical) (SSS III (T)) will provide technical project services with a mastery level knowledge for the most complex provisioning solutions that will need to be designed, integrated and implemented into the California Department of Technology (CDT) enterprise service portal. The SSS III (T) will also work closely with customers and other OTech service units in the analysis of business/technical requirements, product specifications, and network requirements to implement the necessary service components, as part of the enterprise portal design. Additionally, this position will lead in the development of the automation of complex server installation and configurations, tuning, troubleshooting and problem resolution in both physical and virtual / cloud platforms.</p>
<p>50% of time performing duties</p>	<p><b>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</b></p> <p>Independently or as a team lead provide analysis, design, installation and successful integration of customer initiated Windows server requests and provides the necessary workflow to continue to automate the provisioning process. The incumbent works with OTech's internal and external customers to understand how their application functions within the hosting environment with all the various service components that make up the hosting environment, i.e. web servers, application servers, database servers, F5 etc.</p> <ul style="list-style-type: none"> <li>• Provide the most complex project planning, scheduling and coordination for the implementation and automation of Windows and non-Windows servers, related software components and application / software development.</li> <li>• Install, configure and test Windows server products following documented standards and procedures; and if needed, creating such documentation.</li> <li>• Work with customers and vendors to assist OTech in identifying and designing server requirements and how they align to published service offerings, and how such requirements will be represented in the enterprise service portal.</li> <li>• Participate in and potentially lead meetings and conference calls with customers, vendors and OTech service teams to define, design and implement new server environments, workflow automation, software configuration as well as Infrastructure configurations (F5 and NSX).</li> <li>• Participate on as part of a service team or service cell when needed</li> <li>• Follow OTech change control policies, security guidelines and procedures to maintain and ensure the availability of customer systems during the implementation of new projects and services and day-to-day operations.</li> <li>• Communicate with the Windows Hosting management team, Customer Delivery, Service Analysis &amp; Fulfillment team, Project Management Office, POD owners, cell team members, and customers regarding the status of assigned projects.</li> </ul>

45% of Time  
Performing Duties

- Mentor cell team on the installation, configuration, performance tuning, migration, Cloud / virtual services, Portal development / management and problem resolution in support of OTech's Windows & non-Windows server platforms.
- Ability to multi-task; leading and/or participating on numerous projects simultaneously.
- Ability and the desire to learn and implement new technologies (VMware Suite of products, i.e. ESX 6.0, v-Business and v-Realize, Cloud Services, PowerShell, non-Windows operating system support, first / second level networking services).

Independently or as a team lead coordinate technical activities with other units at OTech to integrate new Windows servers within OTech's hosting environments. The incumbent will be responsible for tasks and activities that ensure successful completion of customer projects that include:

Work cooperatively and in collaboration with internal OTech service teams to request and implement services related to customer projects including: storage, backup, network/firewall, database, web, and virtualization services.

- Work with the OTech Security Management team to ensure project adherence OTech's published network architecture security guidelines, and to ensure server builds adhere to OTech's security policies.
- Execute project tasks and assignments according to project plans and/or work breakdown structures provided by the OTech Project Management Office.
- Minimize the exposure of risks on assigned projects through proper documentation and clear communication with project stakeholders.
- Ensure project documents are complete, current and stored appropriately in accordance to Windows Hosting documentation policies.
- Manage and maintain the scope of assigned projects, communicating any changes in direction and/or requirements with the OTech Windows Hosting management, Project Management Office and Customer Delivery teams.

**Marginal Functions** (Percentages shall be in increments of 5, and should be no more than 5%.)

5% of time  
performing duties

The SSS III (T) will assist with cross-functional activities within the Windows Hosting section, including the following tasks:

- Participate in software upgrades and patch activities.
- Assist the Operations, Architecture and CalCloud / Virtualization units in the diagnostics and troubleshooting of the most complex Windows server related problems.
- Respond to and assist in the resolution of production incidents in an expedient manner, while informing management of problems and actions taken.
- Maintain active interface with industry development, aiding the Windows Hosting section in maintaining its pace with current technology.
- Document Windows Hosting processes, guidelines and policies as required.

**Work Environment Requirements**

- Periodic weekend and off shift work may be required.
- Incumbent may be expected to carry a pager or cell phone.
- Moderate travel may be required.

**Allocation Factors** (Complete each of the following factors.)

**Supervision Received:**

The Systems Software Specialist III (T) receives administrative direction from the Systems Software Specialist III (Supervisory). The SSS III (T) works independently and as a team lead for the activities that will be reported and monitored on a weekly basis to the Windows Projects Unit supervisor. This position requires the incumbent to utilize creativity and ingenuity for developing and analyzing various Windows server systems and applications.

**Actions and Consequences:**

This position requires a thorough understanding of the roles, responsibilities and objectives of the Windows Hosting branch as well as the goals and objectives of the organization. The incumbent is required to make accurate decisions on all problems/issues within the branch and perform as the lead over other staff in meeting the goals and objectives that have been outlined by the Windows Hosting management team.

The SSS III (T) works with the Windows Projects Unit supervisor to review, prioritize and monitor all workload within unit; address current and new system problems/issues, review project schedules and make the appropriate decisions on problem resolutions that minimize the impact to the organization and its customers.

The systems maintained by OTech are used to provide business services that are widely used in state government, and often support critical functions such as emergency services and cabinet-level communications. The incumbent is expected to make judgements, decisions, and recommendations that affect the success of OTech's windows services and ultimately the services of the data center. The impact of the incumbent's decisions directly affects OTech customers in public relations and/or monetary expenditures.

**Personal Contacts:**

The SSS III (T) works closely with a variety of staff at all levels within OTech, customer departments, and numerous hardware and software vendors. There will be regular contact with customers, vendors and external entities to coordinate and discuss business/system requirements, platform configuration and operation procedures. Needs to communicate effectively, both orally and in writing with upper management, subordinates, peers and customers.

**Administrative Responsibility:**

The SSS III (T) assists with the development of administrative and maintenance standards for OTech and their customers, and will provide input on the effort required for administration tasks to be used for the determination of appropriate rates for OTech windows services.

**Supervision Exercised:**

No supervision exercised, however the incumbent acts as a team lead and/or work independently as a high-level technical specialist on the most complex systems assignments. The incumbent provides technical leadership and guidance to the unit's SSS II/I (technical) staff, assisting team members with the design and implementation of software and business process projects.

**Other Information:**

- Incumbent possesses a mastery level of skill and knowledge of current Windows server Operating Systems and Windows server services.
- Must maintain regular, consistent and predictable attendance, and have the ability to consistently exercise good judgement.
- Must demonstrate the knowledge and ability to exercise broad technical and business skills.

**Supervision and direction received is general in scope and in nature depending on the particular project or assignment. The SSS III (T) works independently and as a team lead for the activities that will be reported and monitored on a weekly basis to the Windows Projects Unit Systems Software Specialist III (Supervisory). This position requires the incumbent to utilize creativity and ingenuity for developing and analyzing various Windows server systems and applications.**

**Desirable Qualifications:** (List in order of importance.)

High level of Windows Server, virtualization and Clustering experience  
 High level of experience using VMware Suite of products [i.e. ESX 6.0, v-Realize, NSX]  
 Experience in Portal development & implementation and Cloud Services support  
 Scripting experience with PowerShell  
 Workflow automation and software configuration experience

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**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) Joseph Miranda	SUPERVISOR SIGNATURE	DATE
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