

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Information Systems Analyst (Specialist)	IT/Operations Office/Operating Systems Support Branch	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Windows System Administrator	900-170-1470-924	

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the general direction of a Systems Software Specialist II (Supervisor) the incumbent will act as a specialist in the integration, operation and maintenance of Windows operating systems in a mostly blade server virtual environment supporting various applications. The incumbent is responsible for overseeing the technical planning, installation and maintenance of Windows servers and other related equipment as follows:

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
40%	E	Responsible for the installation of new operating systems, updates/patches, and provides expertise in solving client/server, network, and operating system problems vital to the operation of the Caltrans Enterprise system. Diagnoses and re-mediates complex hardware, software, network and operating system problems as they pertain to the support of Windows infrastructure. Incumbent will address technical issues involving Windows server administration. The servers administered support complex and mission critical applications.
30%	E	Coordinates with internal and external customers in information technology activities. Provides technical assistance to district and external customer staff regarding the usage, connectivity, and support of various window applications. Acts as technical specialist for IT studies and solutions related to the changing business needs of Transportation Programs. Works with peers in creating and documenting procedures, standards, processes and infrastructure.
15%	E	Reviews and monitors the Server environment for security weakness. The incumbent is also responsible for the activities of developing and implementing security measures to protect Caltrans vital computer data and resources.
15%	M	Implements and maintains VMware environment as well as externally connected SAN and NAS storage. Provide technical consultation, support and expertise in administering all functions of the virtual server environment.

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: the principles and practices of the Windows platform and related hardware and software. The incumbent must be thoroughly familiar with a multi-protocol environment, as well as be knowledgeable about the Windows platforms and their hardware architecture, operation and management. The incumbent must also be knowledgeable of Windows networking and network management relevant to client server environment, Internet and other networking hardware/software. The incumbent must have knowledge in the principles and practices of Windows and Citrix hardware/software; network servers, application servers, data base servers, web servers, and other related hardware supporting the Caltrans computing environment statewide running in a multi-platform and multi-tier environment.

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The incumbent must be capable of studying work processes for the design of new systems and the revision of existing data processing systems. Also required is a thorough understanding of the principles of task management; operational guidelines; and preparation and maintenance of program and system documentation and user manuals and guides.

Ability to: Write clearly and concisely, document system procedures and flow; analyze data and situations; Reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions; write complex scripts and develop supporting documentation; apply creative thinking in the design and development of processing data with electronic computers; establish and maintain cooperative working relationships with those contacted in the course of the work; speak and write effectively; prepare effective reports; and provide technical support to other incumbents.

Analytical Skills: The incumbent must have a level of technical understanding to take advantage of EDP disciplines, from solution conceptualization through implementation. In addition, the incumbent must have the skills necessary to address project and resource management, and the planning, evaluating, scheduling, directing and controlling of Information Technology (IT) project teams.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for decisions, actions, and consequences related to the installation and operation and maintenance of Windows operating systems supporting Caltrans systems. Failure to act properly could result in damage to sensitive equipment. Any downtime directly contributes to losses in productivity in the functional areas that utilize the system.

PUBLIC AND INTERNAL CONTACTS

The incumbent works closely with client personnel outside of the Information Technology organization. This will include all levels of management and staff within Caltrans and those of external agencies, private companies and consultants. In performing the responsibilities of this position, the incumbent may initiate contact with other departments, governmental agencies or private companies concerning EDP technologies and methodologies.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

PHYSICAL

- Incumbent may be required to travel in state, but the travel is not very frequent.
- May be required to sit for long periods of time using a keyboard and video display terminal.
- May be required to work in an environment where temperatures fluctuate, that is noisy, poorly lighted or cramped.
- Incumbent, alone or in a team, may be required to safely move large equipment from one location to another.
- Requires occasional moving of objects, bending, stooping and kneeling.

EMOTIONAL

- Most of the jobs in the Division require interaction with many people. It is important that incumbents work with others in a cooperative manner
- May have to work in highly flexible situations when system failures occur and immediate resumption of services is paramount
- Ability to resolve emotionally charged issues reasonably and diplomatically
- Must deal effectively with pressure, maintain focus, yet remain optimistic and persistent, even under adversity
- Must consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations
- Must be tactful and treat others with respect
- Must be open to change and new information
- Must adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles.
- Must behave in a fair and ethical manner toward others and demonstrate a sense of responsibility and commitment to public service
- Must have the ability to influence others toward a spirit of service and meaningful contributions to mission accomplished
- Must value cultural diversity and other individual differences in the workforce
- Must ensure that the organization builds on these differences and that incumbents are treated in a fair and equitable manner

MENTAL

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- Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice
- Must be able to concentrate and to focus for long periods of time

WORK ENVIRONMENT

While at their base of operation, incumbents will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate

- Incumbent will work in workstations within cubicles. Working hours will be set between 6:30 a.m. and 6:30 p.m.
- The workload is subject to frequent, substantial, and unexpected changes within a few months
- Overtime may be required, and vacations may be restricted, in order to meet project deadlines and operational requirements
- While we expect and promote internal transfers within the Division, for personal and professional development, we encourage staff to stay in their positions long enough to develop some expertise before transferring
- Scheduling is often difficult because of stringent timing limitations and the need to coordinate the organization's work with other organizations committed to the same production requirement

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

Nathan White

SUPERVISOR (Signature)

DATE