

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Information System Analyst	Information Technology/Infrastructure Division/OSS Unit	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Data Protection Administrator	900-170-1373-103	09/30/2014

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 supervision of a Systems Software Specialist III (Supervisory), the incumbent acts as a secondary technical specialist for Caltrans Backup and Recovery environment. This position provides help to ensure the successful implementation and maintenance of backup and recovery within the California Department of Transportation (Caltrans). Incumbent shall display a working knowledge of back and recovery principles, storage and system administration, network configurations and data communication. The incumbent will be part of a team that is responsible for our data protection environment consisting of but not limited to Avamar, Netback and Data Domain as well as our storage environment consisting of EMC Celerra NS-40, Clariion CX3/4, VNX, and Atmos archival device. The incumbent will work with other data processing personnel implementing, configuring, and maintaining our Caltrans data to achieve optimum performance as follows:

**TYPICAL DUTIES:**

Percentage		Job Description
50%	E	Primary responsibility is the backup and recovery administration of our data using Symantec Netbackup, EMC Data Doman and Avamar. The incumbent is responsible for performing backup and recovery of our servers, the installation and configuration of new hardware, firmware updates, patches, maintaining and monitoring our current environment. The incumbent will also provides assistance in solving backup and restore performance problems vital to the operation of the Caltrans' Enterprise systems. The backup devices reside at the California Department of Technology (Otech), in the 12 districts and in the Traffic Management Centers (TMC's).
15%	E	Secondary responsibility is the archive environment using Atmos. The incumbent is responsible for configuration of new storage systems, firmware updates, patches, maintaining current hardware and provides expertise in solving storage performance problems vital to the operation of the Caltrans' Enterprise systems. Those storage devices reside at Otech, in the 12 districts and in the TMC's.
15%	E	Performs migrations as we move from a tape library to disk base devices. May also include vendor management and oversight activities as needed and coordination with internal and external customers. Provides technical assistance to district technical staff regarding the usage, support and maintenance of enterprise backups statewide.
15%	E	Reviews and monitors performance, resource bottleneck, space usage issues and security weaknesses on backup and storage devices. The incumbent will work closely with other staff to assist in installations, monitoring, tuning and troubleshooting any backup, or restore problems.
5%	M	Performs capacity planning and analysis activities in support of the backup environment. Additionally incumbent will research and evaluate products that will support department wide Information Technology (IT) projects and services.

<sup>1</sup>ESSENTIAL 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.

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### SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

The incumbent has no direct supervisory responsibilities.

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### KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: The employee needs a working knowledge of the principles and practices of backup and recovery, storage, server Operating Systems including Windows, Unix and Linux platforms and related hardware/software; network, application, database, and web servers as well as other related hardware supporting Caltrans computing environment statewide running in a complex multi-platform and multi-tier environment. The incumbent must be thoroughly familiar with a complex multi-protocol environment, as well as be knowledgeable about the multiple platforms and their hardware architecture, operation, and management. The incumbent must have advance knowledge and expertise planning, organizing and implementing backup and storage devices. Knowledge and/or experience with VMware is highly desirable. Interpersonal skills are required in order to provide customer satisfaction using innovative and proactive techniques in resolving problems. The ability to skillfully deal with the full range of clients (from the novice to the expert) is required.

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

Ability to: The employee must write clearly and concisely; be able to understand and document system procedures and flow; analyze data and situations; reason logically and creatively; identify problems; draw valid conclusions; 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 work; prepare effective reports; provide technical support to other incumbents.

Analytical Requirements: 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 IT project teams.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent must exercise good judgment, analyze problems, and take appropriate action. Poor decisions or recommendations could result in significant losses of departmental efficiencies through unnecessary delays, loss of data, equipment damage, loss of employee productivity, and user dissatisfaction.

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### PUBLIC AND INTERNAL CONTACTS

The incumbent will have frequent contacts with managers and staff in Caltrans, IT managers throughout the state, private consultants, and vendor representatives concerning the needs and development of IT systems. The incumbent may initiate contacts with other departments, governmental agencies, or private companies concerning IT technology related to the performance of this position.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The employee may be required to sit for prolonged periods of time using a keyboard, monitor, mouse, and telephone. Employee must value cultural diversity and other individual differences in the workforce; adjust rapidly to new situations warranting attention and resolution; be open to change and new information; adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles; consider and respond appropriately to the needs, feelings, and capabilities of others; be tactful and treat others with respect. In addition, the employee must have the ability to multi-task, adapt quickly to changing priorities, and perform completed staff work or tasks and projects with short notice. The incumbent may be required to travel in state in the completion of their job duties. The incumbent, alone or in a team, may be required to safely move large equipment from one location to another and may require the occasional moving of objects, bending, stooping, and kneeling.

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## WORK ENVIRONMENT

While at their base of operation, incumbents will work in a climate-controlled office under artificial light. However, due to periodic problem with the heating and air conditioning, the building temperature may fluctuate. Incumbent will work at a workstation within a cubicle area. The incumbent may be required to work for extended periods of time in a computer room that maintains a constant temperature of 70 degrees. The workload is subject to frequent, substantial, and unexpected changes within a few months. Stand-by and overtime maybe 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 position 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)

SUPERVISOR (Signature)

DATE