STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Information Systems Analyst (Specialist)	D20/Information Technology/CSD Division/Fresno IT Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Server Administrator	900-176-1470-924	

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 supervision of the Data Processing Manager I, (DPM I), the incumbent serves as a technical specialist and/or technical lead responsible for managing, monitoring and administering the Microsoft servers and district backups. Determines data processing needs and problems. Independently develops and recommends solutions for complex Information Technology (IT) project efforts as follows:

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
30%	E	Responsible for MS Windows and SQL System & Server Administration. Responsible for system capacity planning, coordinating and performing system enhancements, implementing solutions, patching and updating operating systems. Responsible for UNIX/Linux server administration. The incumbent is charged with protecting the informational assets of the system being supported. In this capacity the incumbent must work closely with vendors, Headquaters (HQ) Information Technology (IT) support staff, and systems analysts. Provide training for a designated backup system administrator to provide support whenever the incumbent is unavailable.
25%	E	Perform daily, weekly, and monthly tape backups currently using Symantec NetBackup solution running on Solaris system. The incumbent will also document and develop tape backup system and restore procedures, and perform all tape backup and restore tasks. Incumbent will perform periodic testing to verify all data being backed up can be restored and accessed, and verify data size from server is correct within backup. Support and administration of McAfee endpoint security products.
20%	E	Responsible for performing the duties as the Active Directory Administrator for the district. Ensure conformance to established enterprise system architecture, methods, standards and practices, and participate in their creation and upkeep. Define, monitor, and troubleshoot system performance.
15%	E	Support all enterprise software, operating systems, and local area networking and wide area network platforms. Provide support to the HQ UNIX staff in performing simple hardware repairs and coordinate complex hardware repairs with contract vendors. Assist clients in identifying information technology to increase individual productivity. Provide clients with basic instructions for the operation of hardware and software being utilized at their location.
5%	M	Conduct project planning and project management. Develop project plans and ensure adequate resources. Prioritize team activities to meet project objectives.
5%	M	Maintain a real time knowledge of current trends and procedures of the various trends within the information technology industry.

[1]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

None.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have a working knowledge of electronic computer systems; electronic data processing equipment and its capabilities; customer support techniques. Must have working knowledge of Microsoft Windows operating systems, Windows Server Operating Systems, Sun Solaris Operating Systems, Linux Operating Systems, EMC Data Storage, VMWare ESX Server Operating System, Veritas Netbackup and the Microsoft Office suite. The incumbent must possess the ability to understand the basic concepts of the hardware, software and telecommunications and networking for platforms supported within District 6 and the enterprise. Must analyze related operations/activities to determine appropriate recommendations to the various users performing computer-related operations in the district. Must have the ability to comprehend future electronic information technology trends. Must be able to perform analytical techniques in doing support, troubleshooting and in writing documents. Speak and write effectively and prepare effective reports.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The employee is responsible for decisions, actions, and consequences related to the operation of the district's operation, the failure of which would result in the loss of District and Central Region communications and/or data and possibly impact project delivery schedules.

PUBLIC AND INTERNAL CONTACTS

Incumbent must establish and maintain cooperative working relationships with District, HQ, and Region staff, departmental staff, technical/professional level staff of internal and external agencies, vendors, and members of the public. (Has frequent contact with peers within Information Technology, management, supervisors, clients, private contractors, and other branches, both at a District, Regional, and Headquarters level, to provide a coordination of effort in the support of Information Technology systems and equipment that is used in the Caltrans district and field offices.) Interact directly with District and Region technical staff to keep systems on-line. May also deal with other State, Federal, County and City agencies in coordinating network access and communications.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent must possess the ability to lead. Incumbent must possess the ability to work on uneven ground, climb, lift, carry, bend, squat, kneel, crouch, reach, pull, push, grasp, sit, stoop, crawl, and repetitive use of extremities. Requires the operation of a personal computer and desk and cellular phones. Incumbent may be required to transport a variety of objects that are equal to or less than 70 pounds. Incumbent may be required to sit for long periods of time and may be required to stand for long periods of time.

The workload is subject to frequent, substantial, and unexpected changes. Ability to resolve emotionally charged issues reasonably and diplomatically. Must be able to develop and maintain cooperative working relationships. Analysts hired by Caltrans in the Information Technology Office will be required to provide service to all programs that is supported by the District Information Technology Department when necessary. This support issue is an important element in the development of our new employees with respect to customer service satisfaction and allows them to be assimilated into the Caltrans workforce much quicker and to be more productive. Incumbent must be flexible with respect to changing responsibilities and moves within the District Information Technology department. Sustained mental activity may be needed for report writing, auditing, problem solving, analysis and reasoning. Must be able to maintain composure.

WORK ENVIRONMENT

Travel may be required of this position. If travel will be required it should be performed in a state vehicle, a valid California Drivers License is required. Occasional night work and/or flexible hours may be required. Job will have exposure to electrical components, labs, equipment, machinery, heat, cold, dust, outdoor conditions, indoor conditions, humidity, and in some cases high decibels of noise. While at some Caltrans offices, employees will normally work in a climate-controlled environment under artificial light; however; due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Workload may subject employee to evening work, weekend work, and frequent changes of work hours. Must have the ability to maintain an organized and clean working environment.

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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