

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Systems Software Specialist II (Supervisor)	OFFICE/BRANCH/SECTION D20/IT/Infrastructure Division/Operating Systems Support	
WORKING TITLE Systems Administration Supervisor	POSITION NUMBER 900-170-1558-	EFFECTIVE DATE

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 Branch Chief of Operating Systems Support, Data Processing Manager III, the incumbent will function as a Unit Supervisor of a group of system administrators. This position's primary responsibility will be to provide supervision and technical leadership on complex projects in order to assure the successful deployment of systems and applications that support Department (Caltrans) mission critical applications. The incumbent must have expert knowledge of Unix, Linux and Windows Operating Systems (OS), and knowledge of network configuration, and database administration as follows:

TYPICAL DUTIES:

Percentage		Job Description
30%	E	The incumbent will provide supervision, leadership, and expertise with regard to operating system support in order to ensure that the necessary Information Technology (IT) standards and infrastructure are in place for the successful implementation of various Departmental mission critical applications. The incumbent will provide daily supervision to staff primarily supporting our multiple operating systems including but not limited to Solaris, SLES, Redhat, Oracle Unbreakable and Windows Server. Incumbent will supervise staff that provides security patching, software and firmware upgrades, system testing, new system installations, and old system migration while maintaining a consistent level of performance. Staff will also provide expertise in resolving server-related problems associated with hardware, operating system/software or firmware. System may be deployed across multiple OS's and in multiple locations.
20%	E	Work closely with other staff including Database Administrator and Application Developers to assist in the installations, monitoring, and tuning of OS parameter. Work closely with Caltrans' programs to assess customer needs and requirements providing a lead role in the support of systems. Provide technical guidance for the most complex systems. Ensure quality control measures are in place.
20%	E	The incumbent will also evaluate vendor software/hardware proposals that integrate with the Department's systems. This includes coordinating vendor demos; developing criteria for testing vendor packages; performing tests of vendor packages; documenting findings, and making recommendations to IT management and stakeholders; and preparing procurement documents for various software/hardware purchases. The incumbent will negotiate with and manage vendor contracts. Must behave in a fair and ethical manner towards others and demonstrate a sense of responsibility and commitment to public service.
20%	E	The incumbent will supervise staff, as well as mentor and counsel staff when necessary. Responsibilities include evaluating staff by means of probation report and individual development plans (IDP's). Guide and Direct staff on training requirements, day to day operations and support within Operating Systems Support Branch line of business. Guide staff on working with OSSB customers, helping staff meet the deadlines of and translate business requirements into technical infrastructure needs. Approve time off, vacation and work schedule requests of staff.

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10% M Review project status, and provide all stakeholders, including executive staff, with periodic status reports in order to exchange information, reach decisions and address obstacles and barriers that have the potential to negatively impact delivery of service.

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

The incumbent will provide supervision to a staff of IT professionals; will provide scheduling, workload monitoring, training and guidance to ensure the daily system administration activities are efficiently carried out.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: the principles and practices of Windows, Linux and Unix operating system and related hardware and software that support an enterprise server architecture; thoroughly familiar with a complex multi-protocol environment. Knowledgeable of networking and networking management relevant to client server environment, Internet and other networking hardware/software.

Good interpersonal skills are required in order to work with customers, vendors and management using innovative and proactive techniques in resolving problems. The incumbent must also be fully knowledgeable of best practices of system architecture and design. The incumbent must be capable of studying work processes for the design of new systems and the revision of existing data processing systems.

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; 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 and work as a team. Must have the ability to resolve emotionally charged situations reasonably and diplomatically. Must be skillful in reaching compromise. Must adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles. Must consider and respond appropriately to the needs, feelings and capabilities of different people in different situations.

Analytical Requirements: The incumbent must have an advance level of analytical skills and ability to effectively apply accepted industry practices, standards and techniques to the operational problems or any difficult situations encountered by the Department. The incumbent is expected to be creative and resourceful in developing alternative solutions and recommending the best solution for any particular situation.

He/she must be able to analyze conceptual design proposals, and technical alternative, and select the most effective alternative, consistent with Department needs and strategic information policies. The employee must analyze budgetary, staffing, and equipment requirements and be able to prepare appropriate proposals.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The supervisor is responsible for decisions, actions, and consequences related to the installation, development, modification, implementation and maintenance of web, database and application servers. The incumbent is accountable for completion of activities within budgeted resources, and for delivering services that: 1) meets the customer's (user's) needs; and 2) adheres to operational guidelines and standards. Failure to do so could result in the loss of departmental efficiencies and/or funds in varying magnitudes.

PUBLIC AND INTERNAL CONTACTS

The incumbent will work closely with client personnel outside of the Information Technology organization. This will include all levels of management and staff within Caltrans and 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 IT standards, procedures, methodologies and practices. The incumbent may have to justify, defend, negotiate, or settle matters involving significant or controversial issues.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

PHYSICAL

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- 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.
- Requires occasional moving of objects, bending, stooping and kneeling.

MENTAL

- The incumbent must have the ability to multi-task; adapt to changes in priorities and complete tasks or projects with short notice; adjust to new situations that warrant attention and resolution; be open to change and new information; adapt behavioral and work methods in response to new information, changing conditions or unexpected obstacles.
- Must be able to concentrate and to focus for long periods of time in order to review and create programs, documentation and/or reports.

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.
- Must deal effectively with pressure, maintain focus, and intensity yet remain optimistic and persistent, even under adversity.
- Must be tactful and treat others with respect.
- Must be open to change and new information.
- 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.

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. Working hours will vary 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 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)

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SUPERVISOR (Signature)	DATE
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