

POSITION DUTY STATEMENT**PROPOSED**

PM-0924 (REV 7/2014)

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|--|---|----------------|
| CLASSIFICATION TITLE | OFFICE/BRANCH/SECTION | |
| Systems Software Specialist II (Technical) | Information Technology/Infrastructure Division/OSS Office | |
| WORKING TITLE | POSITION NUMBER | EFFECTIVE DATE |
| Senior Virtual Administrator | 900-170-1373-020 | |

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 (Supervisor), the Systems Software Specialist II (Technical) independently acts as a technical lead to assure the successful development, implementation, and maintenance of virtual servers that support the Department's mission critical applications. Incumbent shall display a thorough and comprehensive working knowledge of system administration practices, network configurations and data communication protocols, knowledge of virtualization including VMware, Linux and Windows Server Operating Systems (OS), backup devices Avamar and Data Domain as well as Storage Area Network/Network Attached Storage (SAN/NAS) storage technology. The incumbent makes Information Technology (IT) system consolidation recommendations, designs and implements the solutions by working with IT Staff, and the business units. The incumbent provides technical leadership to business partners, by ensuring IT recommendations or solutions align with current standards for virtual server environments, future state architecture, and the California Department of Transportation (Caltrans) Strategic goals by performing the duties as follows:

TYPICAL DUTIES:

| Percentage | Essential (E)/Marginal (M) ¹ | Job Description |
|------------|---|--|
| 50% | E | Primary responsibility is to act as a technical lead providing administration services in the implementation of blade servers for a virtual environment using VMware and a combination of SuSE/Red Hat/Oracle Unbreakable Linux Enterprise Server and Windows Server operating systems. Responsible for the installation of new hardware, operating systems, and VMware, software upgrades, patches, backups & restores, management of externally connected storage, and provides expertise in solving server-related issues that may involve said hardware, software, or firmware problems. Provide technical consultation, support and expertise in administering all functions of hardware and software installed on blade servers or other platforms to support this project and others. |
| 20% | E | Responsibilities also include responding to system problems that negatively impact the delivery of the applications to customers. Will train and mentor System Software Specialist I (Technical) on creating new virtual servers, OS or other software installation and support. |
| 10% | E | Define and implement a capacity planning, system security, backup and recovery plan and coordinate the use of tools in maintaining a consistent level of server performance. |
| 10% | E | The incumbent also assists Operating System Support team members in analyzing new technologies, proposing solutions, and leading the projects to implement them. |
| 10% | M | Performs research on existing and emerging technologies and assesses conformance with Caltrans current and future state architectures and the State IT strategic direction. |

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 has no direct supervisory responsibilities. However, this position may take on lead roles in a project team environment over any permanent and/or contractor personnel assigned to the project under his/her span of control. Incumbent will lead small teams of two or three individuals made up of Systems Software Specialist's.

ADA Notice

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KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: The employee needs to demonstrate proficiency with respect to data processing concepts, practices, methods, and principles of server hardware and software, along with an understanding of evolving industry trends and standards. Ability to effectively apply knowledge in evaluating alternative proposals and recommending optimal solutions. The incumbent must also be familiar with Wide Area Networks running in a complex multi-protocol environment, as well as knowledge of server platforms and their hardware architecture, operation and management.

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; 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. Good interpersonal skills are required in order to work with customers using innovative and proactive techniques in resolving problems presented to the Operating System team. The ability to skillfully deal with the full range of clients, from the novice to the expert, is required.

Analytical Requirements: The incumbent must have a level of data processing analytical ability and expertise to permit the employee's exercise of sound judgment in all disciplines from conceptualization through detailed implementation on complex projects. 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.

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 fund or efficiencies through unnecessary delays, loss of data, equipment damage, loss of employee productivity, and result in user dissatisfaction or loss of trust.

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.

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 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.

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. 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. Stand-by is required and overtime may also 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.

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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