

**STATE OF CALIFORNIA  
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
DUTY STATEMENT**

Employee Name	Classification Name	Position Number	
	System Software Specialist II (Tech)	326-500-1373-XXX	
Division/Unit	Date	Prior Incumbent	Prior Pos. # (if applicable)
ITSD			

**SUMMARY OF RESPONSIBILITIES**

Under general direction of the System Software Specialist II (Supervisor) and Chief Information Officer (CIO), the System Software Specialist II (Technical) (SSS II) functions as the Systems Architect over the Department of Fair Employment and Housing's (DFEH) Information Technology Infrastructure. The incumbent is responsible for supporting the most complex technology platforms and ensuring that they interface with the external systems; including those located at State Controller's Office, CALHR, and Department of Technology Services. Serves as Operating System administrator for all DFEH servers, the DFEH's Avamars, SAN and Active Directory policies. Assists with the management, planning and operations of the DFEH Office 365 environment. Serves as backup to the Network Administrator. Duties include, but are not limited to the following:

**Essential Functions:**

- 25% Maintaining the DFEH's VMware environment which is comprised of various servers including, but not limited to, Windows 2012 R2 domain controllers, printer servers, applications servers, DNS servers, DHCP servers, etc.; establishing and managing user rights and group accounts, permissions, privileges, profiles and policies using the Active Directory administrative toolset; maintaining server domain integrity, configuration management, managing file systems, driver files and directories; deploying security updates and client software; and providing remote client troubleshooting and supplement electronic inventory control.
- 25% Lead person for monitoring, troubleshooting and configuring the DFEH Storage Area Network (SAN) and administer and monitor backup solution with EMC Avamar. Additionally, the incumbent works closely with the other Sr. ISAs (Technical), Associate Information Systems Analysts (AISA) and Information Systems Technicians on all programs and projects dealing with the DFEH network infrastructure, database development, and statewide applications deployment and updates. The System Software Specialist II will also assist with the management, configuration and troubleshooting of the DFEH's Office 365 environment.
- 10% Performs capacity planning and administration of the DFEH SAN environment.
- 10% Conducts product research and analysis as part of the infrastructure support and troubleshooting; and recommends changes or updates to the infrastructure. Solves a range of complex technical problems; performs hardware and/or software installation and testing, user training, network connectivity troubleshooting, and file server monitoring. Assist in the deployment of departmental applications.

- 10% Assist the Network Administrator with network monitoring duties including, but not limited to oversight of the vendor managed network including planning, programming, installing, maintaining, and upgrading all network systems software, connectivity software, protocol software, application software for servers, workstations, and network hardware. Serves as a backup to Network Administrator. Manages and maintains the DFEH's video conference system.
- 5% Provides Support Software administration (planning, programming, installing, tuning, maintaining) and working with the DFEH ISO to ensure server environment is in compliance with security protocols and up to date with security patches applied and updated. .
- 5% Data Management, including location, archiving, and retrieval of data, types of devices or media for such as tasks, installing, programming and maintaining subsystems for data storage, archiving and retrieval.
- 5% Work with the DFEH Webmaster to coordinate related web applications support and maintenance.

**Marginal Functions:**

- 5% Assist in providing training to technical staff and other users on all departmental information technology applications. Provide input in the preparation of user guides and technical documentation on departmental applications. Perform other duties as assigned.

**Desirable Qualifications:**

- Experience in leading and managing concurrent complex development projects.
- Experience in communicating effectively verbally and in writing.
- Experience in managing and negotiating multiple and/or changing priorities in a heavy workload situation.
- Experience or knowledge in identifying skill sets and resources that are needed to complete a task.
- Demonstrated experience in leadership, diplomacy and courtesy.
- Experience in establishing and maintaining the confidence and cooperation of others contacted during the course of work.
- Experience analyzing data, draw sound conclusions and present ideas and information effectively both orally and in writing.
- Experience in the maintenance and management of information technology network infrastructures.
- Experience in the maintenance and management of VMware, SANS and Avamar appliances.
- Experience in the management of Active Directory.
- Knowledgeable in Windows PowerShell.

**Supervision Received:**

The SSS II (Technical) receives general supervision from the SSS II (Supervisor) and CIO.

**Supervision Exercised:**

Act as lead for Information Technology Services Division staff involving network and server related issues.

**Administrative Responsibility**

The SSS II (Tech) position requires excellent writing and analytical skills; the ability to work independently and to speak and write clearly, concisely, and accurately; to reason logically and creatively in resolving problems; skill in dealing effectively with others; willingness and ability to accept responsibility and meet deadlines; and ability to manage multiple projects with different time frames. Adhere to the laws, rules, policies and procedures as outlined in the Department's Directives, State Administrative Manual, Statewide Information Management Manual, California Multiple Awards Schedules, Supervisor's Manual, Clerical Manual, Case Analysis Manual, and any directions given by all appropriate managers.

**Personal Contacts**

The SSS II (Tech) may have daily contact with departmental management and staff, and periodically has contacts with control agency representatives, data center representatives, other state agencies, and private industry.

**Actions and Consequences**

The SSS II (Tech) is in a sensitive position involving critical departmental data assets, and the security of said assets. Failure to use good judgment in design and implementation or to ensure the timely processing of requests could result in data asset compromise. Failure to use good judgment in handling sensitive and confidential information could result in sensitive information being released to unauthorized persons and/or incorrect information used to make management decisions.

**Job Requirements**

Activities required to perform the essential functions of this position include the ability to communicate effectively, produce written correspondence, and comprehend written instructions, correspondence and manuals, and reason logically.

I have read and understand the duties assigned as described above.

\_\_\_\_\_  
Signature of Incumbent

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date