Career Opportunity

Office of Technology Services
Engineering/Window Services/Architecture/Open Systems Storage/Backup/Recovery
Systems Software Specialist II (Technical) $6,047 - $7,948
Permanent/Fulltime
Final File Date: Until Filled

Who Are We?

The Department of Technology’s Office of Technology Services (OTech) is one of the largest suppliers of information technology services to state, county, federal, and local government entities throughout California. Through the use of a scalable, reliable and secure statewide network, combined with expertise in voice and data technologies, OTech delivers comprehensive, cost-effective computing, networking, electronic messaging and training solutions to benefit the people of California. We are one of the few state entities with a state of the art Tier III data center.

Staff operates out of the Rancho Cordova area, supporting the operations of some of the largest and most sophisticated computer systems in California. Our services help ensure that critical information technology applications Californians depend on every day are available and secure.

We provide excellent health benefits, generous vacation and sick leave accrual, exceptional retirement benefits, 11 paid state holidays, and two paid professional development days per year and value the importance of your work life balance. We are committed to growing all of our talented staff. This position is located in Rancho Cordova with free parking.

What You’ll Be Doing…

As the Systems Software Specialist (SSS) II (Technical), you will act as an expert level professional with exceptional knowledge skills and proficiency with respect to backup/data recovery concepts, practices, methods and principles. The incumbent works on a wide variety of highly complex backup system projects from design and development through installation and implementation. The incumbent works independently and/or as a lead in effectively securing resources through proper channels within the organization while developing and managing the more complex backup systems. The incumbent acts an expert in configuring, testing, and maintenance of the more complex backup products. The incumbent works closely with the Office of Technology Services (OTech) engineers to ensure backup/data recovery are functional for a mixture of OS environments including Windows, AIX, Sun/Solaris, Linux and multiple OS versions of the various OS’s. The incumbent will provide expert level response and resolution to backup/data recovery issues, concerns or outages. The incumbent will produce, review, update, and refine technical documentation for the larger and more complex information technology projects. The incumbent will also mentor and transfer backup/data recovery technical skills and knowledge to the backup staff and resolve the more complex technical problems.

For a more complete job description, view the following Duty Statement.
Who We’re Looking For…

We’re looking for dedicated, talented individuals who possess the following skills, abilities, and can work in the following environment:

• Expert understanding of and experience with backup/data recovery solutions
• Ability to easily adapt to changing priorities, plans, and project workload to meet work demands
• Ability to work cooperatively and communicate effectively (written and verbal) with all levels of staff as well as management and vendors
• Ability to establish priorities and complete multiple assignments to meet firm deadlines
• Ability to exercise a high degree of initiative, independence of action, and originality
• Ability to ensure that resolutions are timely, accurate, and well documented
• Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI)

How to Apply…

Interested applicants must submit a State application to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY
P. O. Box 1810
Rancho Cordova, CA 95741-1810
Attention: Rae / RPA 17-080 / JC 84290
Inquiries: Robin Davis (916) 228-6453

When applying for a Job Opening, you must be sure to submit one state application per RPA #. You must indicate the RPA # you are applying for on your application, as well as your eligibility in the Explanations box; otherwise, your application may not be processed.

To be considered for the position of a Systems Software Specialist II (Technical) classification, you must first obtain eligibility through an examination process. Visit our Career Opportunities webpage at https://cdt.ca.gov/career-opportunities/state-hiring-process/ for information and instructions on the hiring process.

The Fine Print…

Applications will be accepted only from individuals currently at the Systems Software Specialist II (Technical) level, or applicants who have transfer or list eligibility. Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. Training and Development Assignments may be considered. This recruitment may be used to fill multiple vacancies occurring in this unit for this classification within the next 60 days.
# Duty Statement (TECH 052) | Page 1 of 4

**STATE OF CALIFORNIA**  
**CALIFORNIA DEPARTMENT OF TECHNOLOGY**  
**DUTY STATEMENT**  
**PROPOSED**  
**TECH 052 (REV. 10/2015)**  

**RPA NUMBER**  
| (HR USE ONLY) | 17-080 |

**ALERT:** This form is mandatory for all Requests for Personnel Action (RPA).  
**INSTRUCTIONS:** Before completing this form, read the instructions located on last page.

## Section A: Position Profile

| A. DATE | 09/29/17 |
| B. APPOINTMENT EFFECTIVE DATE | |
| C. CURRENT POSITION NUMBER | 695-361-1373-059 |
| D. PROPOSED POSITION NUMBER (LAST THREE (3) DIGITS ASSIGNED BY HR) | 695-361-1373-XXX |
| E. DIVISION / BRANCH / UNIT / PHYSICAL LOCATION OF POSITION | Engineering/Window Services/Architecture/Open Systems Storage/Backup/Recovery/Rancho Cordova |
| F. CLASSIFICATION | Systems Software Specialist II (Technical) |
| G. INCUMBENT NAME | Doris Mar, Systems Software Specialist III, (Supervisory) |
| H. SUPERVISOR NAME AND CLASSIFICATION | YES  | NO |
| I. POSITION REQUIRES A FINGERPRINT BACKGROUND CHECK | |
| J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) | Monday – Friday 8 am to 5 pm |
| K. POSITION REQUIRES DRIVING AN AUTOMOBILE | YES  | NO |

## Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

### Organizational Setting and Major Functions

Under general supervision of the Open Systems Storage Systems Software Specialist III (Supervisory), the Systems Software Specialist (SSS II) (Technical), acts as an expert level professional with exceptional knowledge skills and proficiency with respect to backup/data recovery concepts, practices, methods and principles. The incumbent works on a wide variety of highly complex backup system projects from design and development through installation and implementation. The incumbent works independently and/or as a lead in effectively securing resources through proper channels within the organization while developing and managing the more complex backup systems.

The SSS II (Technical) acts as an expert in configuring, testing, and maintenance of the more complex backup products. The incumbent works closely with the Office of Technology Services (OTech) engineers to ensure backup/data recovery are functional for a mixture of OS environments including Windows, AIX, Sun/Solaris, Linux and multiple OS versions of the various OS’s. The incumbent will provide expert level response and resolution to backup/data recovery issues, concerns or outages.

The SSS II (Technical) will produce, review, update, and refine technical documentation for the larger and more complex information technology projects. The incumbent will also mentor and transfer backup/data recovery technical skills and knowledge to the backup staff and resolve the more complex technical problems.

The SSS II (Technical) will provide timely and efficient response to all backup/data recovery related trouble tickets. The incumbent will provide management with fast and accurate recommendations for problem resolution. The incumbent will prepare and give presentations regarding projects for backup/data recovery solutions as required.

### Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%)

**Analysis/Administrative** As a project leader or sole analyst, the Systems Software Specialist II (Technical) performs tasks necessary to engineer, design, and implement Enterprise backup/data recovery projects. Typical tasks include the following but are not limited to:

- Define objectives and scope of the project
- Work as a team lead on major projects
- Prepare and maintain a project work plan
- Develop engineering and design concepts
- Participate in the change management process
- Responsible for effective communication within the project team and with customer contacts, partnering division and branch management
- Prepare and give presentations regarding projects as needed
• Utilize writing and presentation skills to effectively report/present findings and deliverables as required
• Mentor others on applicable technology and work tasks
• Work with customer departments and OTech staff to create feasibility study reports (FSR), budget change proposals (BCP), and other Control Agency documentation
• Work with OTech staff to develop and implement service rates for Enterprise backup offerings
• Technologies used in implementing projects are appropriate for the business needs of OTech
• Results are thoroughly and accurately documented
• For the larger and more complex information technology projects, ensure engineering and design standards are followed
• Policy, procedures and processes are developed and established
• Interaction between staff and vendors will be effective and tactful

The SSS II (Technical) will act as an expert and lead over OTech Enterprise backup/data recovery. Typical tasks include but are not limited to:

• Resolve the more complex technical problems
• Provide expert level support on all installs and upgrades
• Act as an expert in configuring, testing and maintenance
• Act as an expert in responding to the more complex issues, concerns or outages
• Identify, deploy and effectively manage solutions
• Continually monitor and assess performance
• Provide management with fast and accurate recommendations for problem resolution
• Assist staff and customers with a variety of service requests
• Monitor and assign Remedy tickets (as needed) opened by both internal and external OTech customers
• Provide training and mentor staff to ensure technical problems are accurately diagnosed and resolved in a timely manner

Installation of Hardware and Software

• Work with vendor staff to understand requirements of backup/data recovery infrastructure needs
• Work with OTech staff to understand facility and operational needs
• Perform more complex installations or assist with the more complex installations
• Develop and implement tasks to test and activate backup/data recovery hardware and software components
• Migrate managed data from existing backup/data recovery infrastructures to new technologies

Capacity Management of Backup/data Recovery Storage

• Work with customer department and OTech staff to understand current/future backup/data recovery storage needs

Disaster Recovery of Backup/data recovery Systems

• Establish and maintain the processes to retain critical data for recovery at a second facility
• Regularly test those processes with customer and OTech involvement, to ensure the ability of operating critical applications at a second facility
• Establish and maintain the processes to re-establish a functioning recovery site at a second facility
• Re-establish a functioning recovery site at a second facility

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%)

Maintain personal computer files and data in an efficient and effective manner for both daily use and long term record keeping and inventory.
Work Environment Requirements
- Periodic weekend and off shift work may be required
- May receive calls for after-hours support services
- Some travel may be required to perform assigned duties, attend training, conferences, and provide customer support
- Must maintain consistent, predictable attendance
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI)

Allocation Factors (Complete each of the following factors.)

Supervision Received:
The Systems Software Specialist II (Technical) receives general supervision from the Open Systems Storage Systems Software Specialist III (Supervisory). Assignments will be general in nature, accompanied by any special constraints or requirements. Progress will be reported using weekly and monthly status reports, as well as individual project reports where appropriate. SSS IIs will be responsible for the analysis, planning, implementation, and testing of these assignments.

Actions and Consequences:
The SSS II (Technical) will make recommendations of major impact on departmental backup infrastructure, architecture, and services. All agency services relying on backup infrastructure reliability and availability are dependent upon sound decisions and recommendations in the backup area. Because of the complexity of the environment, technical staff is required to ensure these efforts are achieved in a timely fashion.

Personal Contacts:
The SSS II (Technical) will work with OTech, client, and vendor personnel, both technical and managerial, at all levels.

Administrative and Supervisory Responsibilities: (Indicate “None” if this is a non-supervisory position.)
The SSS II (Technical) completes tickets for the department’s incident, change, and problem management processes, work orders, task assignments, and service requests as they relate to the delivery of departmental information technology services, consistent with department standards and templates, using unit processes and procedures.

Supervision Exercised:
None, but may act as a team leader on the more complex systems software projects.

Other Information
- Expert understanding of and experience with Enterprise backup products and solutions
- Ability to easily adapt to changing priorities, plan ad project workload to meet work demands,
- Ability to work cooperatively and communicate effectively (written and verbal) with all levels of staff as well as management and vendors
- Ability to establish priorities and complete multiple assignments to meet firm deadlines
- Ability to exercise a high degree of initiative, independence of action, and originality
- Ability to ensure that resolutions are timely, accurate, and well documented
- Ability to participate in the change management process

Desirable Qualifications: (List in order of importance.)
- Expert understanding of and experience with backup/data recovery solutions
- Ability to easily adapt to changing priorities, plans, and project workload to meet work demands
- Ability to work cooperatively and communicate effectively (written and verbal) with all levels of staff as well as management and vendors
- Ability to establish priorities and complete multiple assignments to meet firm deadlines
- Ability to exercise a high degree of initiative, independence of action, and originality
- Ability to ensure that resolutions are timely, accurate, and well documented
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<th>INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.</th>
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