career opportunity

Office of Technology Services

Engineering/Unix Services/Linux & Solaris Support
Information Technology Specialist II $6,516 - $8,732
Permanent/Fulltime
Final File Date: 3/16/18

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 an Information Technology Specialist II, you will provide leadership and expertise on systems administration for centralized Linux servers. Duties include: design, development, configuration, system and user application installation, maintenance of system services, monitoring of system performance and status, diagnosis and repair of system failures in accordance with best practices in system administration and security. The ITS II assists OTech clients with troubleshooting and resolving end-user issues; remains aware of current trends in computing and evaluates new developments in computing hardware and software; creates programs and scripts in support of the Unit's existing services and new offerings. This position requires the application of skills in needs analysis, planning, project management, documentation, statistical information gathering and analysis and vendor interaction and problem reporting while working independently and/or as a lead. Teamwork within Linux Support and collaboration and cooperation with the entire OTech technical staff and management are essential elements of this position. The ITS II independently provides leadership and applies mastery level technical skills and knowledge in the support of daily operations of Linux server implementations at the OTech Data Centers.

If you enjoy working as part of a team environment, love a challenge, are a self-starter, and want to put your critical thinking, technical, and analytical skills to work, this could be the position for you.

For a more complete job description, please see the following duty statement(s):

career opportunity

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:

- Knowledge of the OTech's quality culture, core values, vision and mission.
- Knowledge of IT project management practices and techniques.
- Knowledge of Linux concepts, components, commands and processing techniques, processes and procedures.
- Knowledge and application of miscellaneous system tools or applications used for Linux system administration.
- Knowledge and experience with PC software tools such as MS Project, Excel, Word, HTML, etc.
- Ability to demonstrate good technical writing skills.
- Ability to communicate effectively, both orally and in writing and subordinates, peers, and customers at all levels.
- Ability to grasp new Linux concepts and application Architectures.
- Ability to demonstrate good judgement and make sound decisions critical to this position.
- 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 electronically, by mail, or in person to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY
P. O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: Rae/Angie M. 17-193 / JC 102239
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 # and JC# you are applying for on your application unless submitting electroniclally; otherwise, your application may not be processed.

To be considered for the position of an **Information Technology Specialist II** classification, you must first obtain list eligibility by taking the online exam; unless, you are currently in the classification, eligible for transfer, eligible for reinstatement, eligible for a Training and Development assignment, or have SROA and/or Surplus eligibility. Visit our Career Opportunities webpage at https://cdt.ca.gov/career-opportunities/state-hiring process for information and instructions on the hiring process. Please visit https://jobs.ca.gov/ to submit an application electronically or to take an examination.

The Fine Print…

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.

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
DUTY STATEMENT
TECH 052 (REV. 02/2018)

PROPOSED

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 3/1/2018	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant

D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist II	E. POSITION WORKING TITLE ITS II

F. CURRENT POSITION NUMBER 695-363-1414-xxx	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)

H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Engineering/ Unix Services/ Linux & Solaris Support	I. SUPERVISOR NAME AND CLASSIFICATION John Swetland, Information Technology Manager I

J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) Monday-Friday, 8am-5pm	K. POSITION REQUIRES:	FINGERPRINT BACKGROUND CHECK ☒ YES ☐ NO
		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).

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☐ Business Technology Management ☐ IT Project Management ☐ Client Services
☐ Information Security Engineering ☒ Software Engineering ☒ System Engineering

Organizational Setting and Major Functions

Under general direction of the Linux & Solaris Support Systems Information Technology Manager I (ITM I) and as part of the Office of Technology Services (OTech) Unix - VM Support Section, the Information Technology Specialist II (ITS II) provides leadership and expertise on systems administration for centralized Linux servers. Duties include: design, development, configuration, system and user application installation, maintenance of system services, monitoring of system performance and status, diagnosis and repair of system failures in accordance with best practices in system administration and security. The ITS II assists OTech clients with troubleshooting and resolving end-user issues; remains aware of current trends in computing and evaluates new developments in computing hardware and software; creates programs and scripts in support of the Unit's existing services and new offerings. This position requires the application of skills in needs analysis, planning, project management, documentation, statistical information gathering and analysis and vendor interaction and problem reporting while working independently and/or as a lead. Teamwork within Linux Support and collaboration and cooperation with the entire OTech technical staff and management are essential elements of this position. The ITS II independently provides leadership and applies mastery level technical skills and knowledge in the support of daily operations of Linux server implementations at the OTech Data Centers.

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

Analysis/ Administrative

% of time performing duties
50%

The Information Technology Specialist II will independently provide leadership and apply mastery level technical skills and knowledge for the following tasks:

- Plan, design, install, customize and administer the Linux operating system in a server environment.
- Install supporting applications, utilities, and agents.
- Resolve the most complex problems using dump analysis, traps, traces, log analysis and vendor inputs.
- Research application and operational anomalies and determine corrective course of action and apply it, using current team processes and procedures.
- Configure, test, monitor, troubleshoot and update hardware, operating system software, third party and locally-written application software on computing systems operated by OTech.
- Provide operational support for user accounts, backups, security and disaster recovery.
- Document and report software problems to vendors for customer application issue resolution.
- Coordinate Linux software and hardware installation with vendors, peers, and customers.
- Coordinate software and hardware maintenance and repair with vendors.
- Cooperate with other members of OTech technical teams in creating, deploying, and managing computing services.
- Coordinate service changes and outages with OTech customers.
- Evaluate and implement tools to monitor and maintain systems.

% of time performing duties 45%	• Analyze project needs or requirements and recommend appropriate system makeup. • Provide on the job training for lower level staff in the unit. • Prepare comprehensive unit and desk documentation (inventory, procedural, standards). • Perform adequate testing to eliminate software defects prior to installing software in the production environment. • Analyze complex Linux operating system component(s) to identify and diagnose capacity issues. • Perform system startup and shutdown Manage physical and logical volumes Perform file Systems management. • Create and manage user and group accounts Perform and restore system backups. • Communicate regularly and frequently with internal and external customers to exchange information. • Attend project meetings for information gathering and sharing and to provide status of Remedy tickets as necessary. • In support of ITIUITSM-based standards, comprehensively document, research, resolve, and Complete Remedy tickets. These include, but are not limited to the California Department of Technology (CDT) Incident, Change, and Problem Management processes, Work Orders, Task assignments, and Service Requests using unit processes and procedures that are consistent with CDT standards and templates.

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

% of time performing duties 5%	• Monitor Linux system stability and performance. • Prepare weekly and monthly project and issue status reports to management as directed by the supervisor. • Manage print queues.

Work Environment Requirements
• May require occasional off-shift and weekend work.
• May require the ability to travel in performing duties, attend training, and customer support.
• Work setting is in an open office environment with cubicles and some work in the computer room.
• May be required to carry a pager, cell phone, and or other PDS device.
• 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 ITS II receives general direction from the Linux & Solaris Support ITM I.

Actions and Consequences:
The Linux systems maintained by the ITS II at OTech and by clients under the ITS II technical assistance and guidance are used to provide business services that are widely used in state government, and often support critical functions such as emergency services and cabinet-level communications. The ITS II makes judgments, decisions, and recommendations that affect the success of OTech Linux services and ultimately the services of the data center. The ITS II's decisions directly affect OTech customers in public relations and monetary expenditures due to system and application outages. Good judgment and decisions are critical for this position.

Personal Contacts:
The ITS II contacts managers, technical staff, customers, and system users to provide and make recommendations regarding Linux systems. Regular contact with IT staff, vendors and external entities is required to coordinate problem solving and to discuss business and system requirements, platform configuration, and operational procedures. The ITS II must communicate effectively, both orally and in writing with subordinates, peers, and customers at all levels.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)
• The ITS II assists with developing Linux platform guidelines and standards for OTech and their customers.
• Prepares weekly and monthly project and issue status reports to management as directed by the supervisor.

- In support of ITIUITSM-based standards, comprehensively document, research, resolve, and complete tickets for the departments 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 departmental standards and templates, using unit processes and procedures.

Supervision Exercised:
None, but will act as a project lead and expert on the most complex software systems and software projects.

Other Information
Desirable Qualifications

This position requires an Information Technology Specialist II to demonstrate a depth of leadership and expert skills and knowledge in performing Systems Administration functions. This position requires the application of skills in needs analysis, planning, project management, documentation, statistical information gathering and analysis and vendor interaction and problem reporting while working independently and/or as a lead. Teamwork within Linux Support and collaboration and cooperation with the entire OTech technical staff and management are essential elements of this position. The ITS II independently provides leadership and applies mastery level technical skills and knowledge in the support of daily operations of Linux server implementations at the OTech Data Centers.

The ITS II should have knowledge of and the ability to perform any combination of the following:
- Knowledge of the OTech's quality culture, core values, vision and mission.
- Knowledge of IT project management practices and techniques.
- Knowledge of Linux concepts, components, commands and processing techniques, processes and procedures.
- Knowledge and application of miscellaneous system tools or applications used for Linux system administration.
- Knowledge and experience with PC software tools such as MS Project, Excel, Word, HTML, etc.
- Knowledge of server virtualization and Hypervisor programs like VMware and Hyper-V
- Knowledge and application of UNIX scripting and procedures.
- Knowledge of LDAP client configuration.
- Knowledge of Yum Repo for patching.
- Knowledge of RedHat Nameserver, Satellite Server, and Customer Portal.
  Knowledge of Ansible and other administration automation tools.
- Knowledge and familiarity with IT security principles and industry best practices for their implementation.
- Additional knowledge and experience with other UNIX operating system environments (e.g. other Linux distributions, AIX, HP/UX) and Hypervisors.
- Ability to demonstrate good technical writing skills.
- Ability to communicate effectively, both orally and in writing and subordinates, peers, and customers at all levels.
- Ability to grasp new Linux concepts and application Architectures.
- Ability to demonstrate good judgement and make sound decisions critical to this position.
- Understanding the importance of good customer service and the necessity of effective communication to meet customer's business needs.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
John Swetland		