

DUTY STATEMENT

GS 907T (REV. 03/05)

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

11591-ETS

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Admin Division - Enterprise Technology Solutions		POSITION NUMBER (Agency - Unit - Class - Serial)	
UNIT NAME AND CITY LOCATED EIS Shared Services – West Sacramento		CLASS TITLE Senior Information Systems Analyst	
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.		SPECIFIC LOCATION ASSIGNED TO 707 Third Street, 3rd Floor, West Sacramento 95605	
PROPOSED INCUMBENT (If known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-072-1337-021	
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.			
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the general direction of the Data Processing Manager II of the Share Services unit of the Enterprise Infrastructure Services Section, the incumbent will perform the most complex technical analysis for the design, implementation, maintenance, monitoring, of the departments large scale physical and virtual consolidated infrastructures as well as with the design, test and implementation of future technologies within DGS's virtual space supporting MS Windows and Linux Operating Systems. The incumbent independently act as a project leader on the most complex information technology systems, works on the most complex information technology systems problems, and independently performs the most complex studies and activities on the most complex information technology systems and/or teleprocessing networks/systems.			
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>		
35%	<p><i>All work is to be performed in accordance with State and Federal laws and rules, State Personnel Board, CalHR, State Administrative Manual (SAM), Government Code and other statutory mandates, and/or principles and guidelines of the Department of General Services (DGS) Executive Management.</i></p> <p>The Department of General Services' (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.</p> <p>This position is designated under the Conflict of Interest Code. The position is responsible for making, or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.</p> <p>ESSENTIAL FUNCTIONS VMWARE/Server Administration In order to support new or existing development, test and production servers and strategic goals, the Senior Information System Analyst:</p> <ul style="list-style-type: none"> Provides lead technical expertise in the complex multiple enterprise virtual environments. Responsible for the development of the most complex and critical technology tasks. 		
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE			
SUPERVISOR'S NAME (Print)		SUPERVISOR'S SIGNATURE	
		DATE	
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT			
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.			
EMPLOYEE'S NAME (Print)		EMPLOYEE'S SIGNATURE	
		DATE	

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	<p>ESSENTIAL FUNCTIONS (Continued)</p> <p>VMWARE/Server Administration (continued)</p> <ul style="list-style-type: none"> • Applies advanced knowledge of system analysis, design, testing, documentation and implementation of new functionality and enhancements to the enterprise virtual systems. • Administers and tunes Windows/Linux systems, servers, and related components to ensure high levels of availability and security of the supported business applications. • Provides technical support for the departments' virtual environments and ongoing virtual deployment and server consolidation efforts. • Identifies problems including their causes, effects, recommends, and implements solutions. • Applies advanced and exceptional knowledge and skills of the VMWARE Vsphere tools and methodologies. • Consults with management and executive staff on the planning, development, implementation, and coordination of system operations, system upgrades, maintenance, testing, installation, and new development. • Provides technical leadership to junior staff on virtual technologies and a liaison between operations and application teams in support of the DGS virtual environments. <p>Linux and Windows Server Administration</p> <ul style="list-style-type: none"> • Provides technical leadership for the design, implementation and administration of the enterprise Linux server physical and virtual farm environments for hardware and software. • Documents all procedures and standards processes to sustain a supportable, consistent, standard, and uniform logical virtual infrastructure to DGS utilizing Microsoft Office, Visio, and Project as new tasks and roles are defined. • Ensures that the infrastructure systems are designed, implemented per DGS's requirements • Solves problems related to installation, implementation, maintenance and operations of Linux and Windows server hardware and software. <p>Technical Research and Documentation</p> <ul style="list-style-type: none"> • Evaluates the most complex vendor software and technology in order to meet DGS' business objectives while in compliance with DGS' IT policies and standards using industry best practices and principals. • Makes cost/benefit decisions while reviewing, evaluating and recommending software that would best fit business and operational needs. • Develops and presents analyses, issue papers, and memoranda to support the decision-making of managers and policy makers for implementation and support issues. • Ensures documentation exists and is updated for all applications and process support. • Actively participates in conferences, meetings and presentations involving associated systems. • Acts as a technical consultant to other business and Information Technology personnel • Attends team, section and department meetings and training. • Keeps supervisor informed by status of ongoing projects and tasks. <p>Project Management</p> <p>In order to ensure successful completion of IT projects while in compliance with DGS' software development standards, using project management best practices and principals:</p> <ul style="list-style-type: none"> • Leads and coordinates IT projects that impact enterprise server and storage environments. • Maintains schedules by updating and revising tasks, deliverables, milestones and resource requirements, using Microsoft Project software. • Participates in review and approval of technical documents written by technical staff in order to provide quality assurance • Maintains regular communication and inform management of all issues related to the specified technical areas. • Promotes and is accountable for customer satisfaction and quality service. • Initiates and/or recommends changes that promote innovative solutions to meet customer needs.
25%	
15%	
10%	

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10%	<p>Customer Service, Change and Release Management</p> <ul style="list-style-type: none"> • Monitors, updates and resolves the most complex Help Desk tickets using Microsoft System Configuration Service Manager (SCSM) software. • Responds to customer requests for technical assistance to ensure the continued and uninterrupted operation of the enterprise server and storage environments. • Promotes and is accountable for customer satisfaction and qualify service. Initiate or recommend changes that promote innovative solutions to meet customer needs. • Develops change for the enterprise Window and Linux servers and DGS applications affected by proactive maintenance or reactive issues including creating business case, classifying and prioritizing, assessing customer impact, estimating the effort and duration, establishing communication plans, remediation plans, test plans, back out plans, documenting test results, implementation results and lessons learned in addition to processing the change request. • Determines enterprise server and applications system readiness for release in the production of software and hardware to DGS production environment from the development to the release stage to including scheduling both the quality assurance and release cycles. This includes analysis of software defects, issues, risks, change requests, and deployment and packaging. • Makes recommendations to ETS management in regards to the Unix/Linux system by evaluating the enterprise server farm for changes needed to support DGS's IT business need. • Maintains the ETS Change and Release Control program; ensure timely and accurate system change with proper approval and without disruption to our customers. • Monitors and evaluates Unit's operational effectiveness and continuously implements process improvements.
5%	<p>MARGINAL FUNCTIONS</p> <p>Maintains professional and technical knowledge by attending educational workshops/presentations, viewing professional publications, establishing personal networks, and participating in professional societies in order to have the latest expertise in the technology field.</p> <p>Advises management, staff and clients on matters regarding IT trends and best practices of enterprise server, storage and virtualization solutions in order to maintain operational readiness and to continuously prepare for future technologies in compliance with DGS IT Standards, Asset Management, and Security policies and procedures, and related Department of Finance and State Administrative manual requirements</p> <p>KNOWLEDGE AND ABILITIES</p> <p><i>Knowledge of: Principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; technical report writing.</i></p> <p><i>Ability to: Analyze information and situations, identify and solve problems, reason logically, and draw valid conclusions; develop effective solutions; apply creative thinking in the design of methods of processing information with information technology systems; monitor and resolve problems with information technology systems hardware, software, and processes; establish and maintain effective working relationships with others; communicate effectively.</i></p> <p>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Proficiency with Microsoft Server 2008/2012 and Active Directory • Proficiency with VMWARE 5.5 Technologies • Proficiency with SAN/NAS, Storage Technologies • Proficiency with Microsoft Desktop Applications including: Microsoft Outlook 2010 or later, Microsoft Office 2010 or later, and Windows 7 or later

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	<ul style="list-style-type: none"> • Proficiency with Microsoft WSUS, File Replication and FTP technologies • Knowledge of Fabric Switch Technologies and networking technologies • Must demonstrate excellent communication skills, both verbal and written with recent writing assignments of progressive complexity <p>SPECIAL PERSONAL CHARACTERISTICS</p> <ul style="list-style-type: none"> • The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. • Ability to work effectively under tight time constraints, client demands, and the pressure of multiple deadlines. • Ability to read and interpret state and departmental policies and procedure manuals. • Strong organizational skills and proven analytical skills. • Demonstrated quality customer service experience. • Ability to focus attention on details and follow work rules. • Ability to act independently. <p>ADDITIONAL QUALIFICATIONS</p> <ul style="list-style-type: none"> • Ability to communicate effectively • Ability to receive and follow direction from supervisors • Excellent analytical skills to troubleshoot problems and to offer alternatives for problem resolution • Ability to learn new technologies quickly and thoroughly • Ability to prepare effective reports • Ability to maintain required job schedule • Ability to focus attention on details and follow work rules • Proficiency with the Microsoft Office Suite of tools • Ability to handle multiple tasks, be creative, highly motivated and handle rapidly changing priorities. <p>INTERPERSONAL SKILLS</p> <ul style="list-style-type: none"> • Ability to act independently, be open-minded and flexible to other ideas and solutions, and be tactful. • Demonstrate leadership ability. • Work effectively under tight time constraints, client demands, and the pressure of multiple deadlines. • Self-motivated. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <ul style="list-style-type: none"> • Busy professional office environment requiring effective handling of multiple deadlines and sensitive issues • Willingness to work overtime on an occasional basis • Willingness to travel alone locally for meetings and off-site support, and occasionally out of town for equipment deployment • Frequent bending, stooping, and kneeling • Occasional lifting and/or moving of IT equipment up to 30 pounds