



Classification: Systems Software Specialist I (Tech)

Title: Systems Administrator

Salary: \$5,294.00 - \$6,962.00

Posted: 11/7/16

Permanent, Full-Time

Not Your Average State Agency

The California Student Aid Commission (CSAC) is the principal state agency responsible for administering \$2 billion dollars in financial aid programs for students attending public and private universities, colleges, and vocational schools in California. Our Mission is to make education beyond high school financially accessible to all Californians.

We are located in Rancho Cordova, in a great office complex near Zinfandel and Hwy. 50. There is plenty of parking and it is free!

Not Your Average IT Shop

The System Administrator (SSSI) is a member of the Information Technology Services Division (ITSD) Team comprised of highly motivated, collaborative professionals. We are searching for a self-starter, creative thinker with a positive attitude to join our team. Our focus is on providing excellent customer service. We strive to hire the best and brightest staff. We coach, mentor and guide them to become the best they can be.

Can you work under pressure and come up with innovative solutions to new problems? Are you willing to work in a small team and push everyone to be the best that they can be? Do you love learning new things and expanding your knowledge? If so, the ITSD Team might be the right fit for you.

About the System you'll support

The Grant Delivery System is comprised of 17 applications, the oldest of which was developed 30 years ago. The CSAC ITSD Infrastructure Team, with the help of other ITSD units, maintain and enhance these applications. The CSAC is currently taking part in the State's new IT project approval process administered by the California Department of Technology. Upon completion, the CSAC will begin the Grant Delivery System Modernization Project which will provide a NEW fully integrated system.

Highlights of the Job

- CSAC Windows Administrator.
- Support CSAC server and network resources.
- Collaborate with diverse technical and non-technical groups, spanning all organizational levels of contractors, evaluating and monitoring performance and deliverables.
- Able to multi-task between projects with competing priorities.
- Identify metrics and drive initiatives to improve the quality of ITSD services.
- Act as a CSAC ITSD subject matter expert on various CSAC projects.

Minimum Qualifications

<http://www.calhr.ca.gov/state-hr-professionals/Pages/1585.aspx>.

Preferred Qualifications

- Project management experience.
- Working knowledge of Windows administration, server support and maintenance.
- Experience in working on software development projects involving web services and web applications using .Net and Oracle technologies.
- Ability to grasp new technologies and concepts.
- Understanding of technical architectures, standards and best practices.
- Understanding of technical development environments.
- Understanding of software development methodologies.
- Need to be “hands-on” and detail oriented.
- Understanding of application support processes/issues.
- Experience writing technical design documents as well as policy, processes and procedures.
- Effective writing, communication, analytical and organizational skills.
- Ability to communicate in various media with management, stakeholders, customers, contractors, peers and staff.
- A willingness to learn new things, embrace change and support others with change management.
- An ability to perform well under pressure on time-sensitive and high priority projects.

Who Should Apply

Applicants must have current list eligibility for appointment to this class, currently a State employee who has transfer eligibility (transfers must meet the minimum qualifications for the advertised class, per CCR Rule 250), or currently in a Systems Software Specialist I (Technical) position. Applications will be screened and only those that best meet the requirements of the job will be considered. Appointment is subject to SROA/Surplus provisions.

Please reference RPA #16-033/JC#42205, Position # 270-701-1587-xxx, Systems Software Specialist I (Tech) in the 'Job Title' section on the application, Std. 678. Please clearly state basis for eligibility on your application (i.e., SROA, Surplus, Re-employment, reinstatement, transfer, list eligibility, or Training & Development Assignment). College transcripts may need to be submitted with your application, to verify the educational requirements of the class, if applicable. Please refer to the “minimum qualifications” to determine whether transcripts may be needed.

How to Apply/Final Filing Date

Applications and résumés will be accepted by the final filing date of November 22, 2016, and must be submitted electronically through the CalHR Cal Career Jobs website at www.jobs.ca.gov. Résumés are optional, however, the Standard 678 Employment Application is required.

Applications will not be accepted by fax or e-mail and will only be accepted through the CalHR Cal Career Jobs website.

Please contact Personnel@csac.ca.gov if assistance is needed with the electronic application process. It can then be determined whether a hard copy application is an only option.

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF AGE, ANCESTRY, COLOR, EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, DISABILITY (MENTAL AND PHYSICAL), GENDER, GENDER IDENTITY OR EXPRESSION, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, SEX (INCLUDES PREGNANCY, CHILDBIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), OR SEXUAL ORIENTATION OF ANY PERSON.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE. THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.



CALIFORNIA STUDENT AID COMMISSION

DUTY STATEMENT

I. Position Identification:

Employee Name:	Vacant
Classification:	Systems Software Specialist I (Tech)
Working Title:	Systems Administrator
Position Number:	270-701-1587-xxx
Location:	11040 White Rock Rd. Rancho Cordova, CA 95670
License/Other Requirement:	N/A
Date Prepared:	October 19, 2016
Effective Date:	

Function: *(Summary of Responsibilities)*

Maintains and supports the Commission's server and network infrastructure; performs analytical studies and activities on complex information technology systems, projects and /or teleprocessing networks/systems and hosted services.

Reporting Relationships:

Under the general supervision of the Systems Software Specialist III (Supervisor) of the Information Technology Services Division (ITSD), the incumbent will perform work of analytical duties to support the network systems at CSAC.

II. Program Identification:

The California Student Aid Commission is responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California. The Commission's central mission is to make education beyond high school financially accessible to all Californians.

The ITSD Division's function is to provide information technology services to our internal and external customers.

III. Essential and Non-Essential Job Functions:

Essential Functions:

Candidates must be able to perform the following functions with or without reasonable accommodations.

- *Exists to perform the function*
- *Limited numbers of employees available to perform function*
- *Highly specialized function*
- *Removal of function would fundamentally alter the job*
- *Must be able to perform with or without reasonable accommodation*

40% Configure, administer and support CSAC Windows servers. This includes but is not limited to the following: Active Directory, LDAP, DNS, DHCP, Group Policy, NTFS permissions, IIS Webservers, WiFi, VisiFlow, File\Print Servers, VMware (ESXi and vCenter), server patching, and Exchange servers. Plan, design, administer, configure, monitor, maintain and support CSAC network devices. Troubleshoot network issues which may involve hardware/software on Windows, Linux (VMware) servers, and network devices/appliances and hosted services. Provide operation backup and recovery of server and services in case of DR.

Provide support for CSAC LAN/WAN operations, including maintenance, installation and deployment of all network devices.

30% Provide support to CSAC Management and CSAC Lead Systems Administrator. Monitor and troubleshoot Server performance and storage capacity as needed. Research, design, plan, procure, and implement desktop and system upgrades/replacements.

Provide training and guidance to Help Desk staff on incident support issues; assign tasks and monitor progress to assure all tasks are being accurately completed. Provide feedback to the unit manager for guidance and assistance as needed.

25% Conduct analysis and report out on staff adherence to policies and procedures as to the use of Information Technology tools at the workplace. Work with ISO to maintain network security and electronic mail technology.

Assist in the research and preparation of required reports or projects for control agencies and for future planning of network and services for Commission staff.

Attend meetings, assist program and development staff with security and web services issues when needed.

Develop and document appropriate infrastructure policies, processes and procedures.

Non-Essential Functions:

- *Secondary to essential functions*
- *Function is a minimal part of the job*
- *Make up remaining duties of the position*
- *Can be absorbed by another staff person*

5% Other duties and responsibilities as assigned.

IV. ADA Requirement:

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job due to a disability covered under the Americans with Disabilities Act.

V. Physical Requirements:

Ability to lift up to 50lbs, pc, rack and remove servers, switches, run cables. Ability to operate and utilize office machines required to perform work tasks, such as copiers, faxes, calculators, personal computer, etc. These job duties may require the incumbent to work under demanding conditions and irregular hours during peak periods. Requires sitting for long periods of time while using a personal computer or reviewing documents and working papers.

VI. Working Conditions:

Employee's work is to be performed within an office environment, and is equipped with standard or ergonomic office equipment, as needed. Attend meetings in designated conference rooms and be willing to travel to off-site meeting locations. Work in cubicles, closed server rooms, datacenters, lab environment, cold, hot temperature variation depending on equipment\infrastructure's location.

VII. Attendance:

Must maintain regular and acceptable attendance at such level as is determined in the Commission's sole discretion.

**Note: This position is subject to on call and standby time.*

**This position also utilizes a CSAC issued smartphone during and outside of regular business hours to initiate and ensure prompt and remedial responses to emergency situations, system failures or any unanticipated and/or time sensitive issues within a reasonable time.*

VIII. Signature

By signing this document, I acknowledge that I have read and understand all the requirements and information above and will receive a copy of this Duty Statement.

Applicant/Employee Certification of Essential Functions: I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel Office).

Professional Conduct: As an employee of the CA Student Aid Commission, I shall conduct business in a professional and ethical manner by demonstrating integrity, honesty, good judgement, courtesy, and respect at all times. I shall be sensitive to, and responsible for, the efficient, economical, and legal implementation of all business operations.

Employee Signature

Date

Supervisor Signature

Date

*Duties of this position are subject to change and may be revised as needed or required.