

JOB OPPORTUNITY/EXAMINATION BULLETIN

OFFICE OF LEGISLATIVE COUNSEL
LEGISLATIVE DATA CENTER



WINDOWS SERVER ENGINEER/ADMINISTRATOR INFORMATION TECHNOLOGY SPECIALIST II (6LC01) (EQUIVALENT TO: SYSTEM SOFTWARE SPECIALIST II (TECHNICAL))

JOB LOCATION: **SACRAMENTO, CALIFORNIA**
FINAL FILING DATE: **FEBRUARY 19, 2016**

SALARY: **\$5,818 - \$7,650**

Our Agency

The Office of Legislative Counsel (OLC) is a small civil service department whose mission is to provide legal services and information technology support services to the State Legislature. The Legislative Data Center (LDC), as one of three branches of the OLC, is a customer service organization, delivering information technology solutions to the California State Legislature. The LDC is dedicated to building and developing individual and collective expertise through business knowledge and teamwork. The LDC is committed to continuous learning and improving individual skills as technology changes.

The State of California provides excellent health benefits and retirement options, sick leave and vacation accrual, and paid state holidays. This position is located in the heart of downtown Sacramento. OLC employees are excluded from collective bargaining and, therefore, receive enhanced benefits and do not contribute fair share.

Your Role

The chosen candidate will work within a team of IT infrastructure administrators/engineers, specializing in, but not limited to, Windows Server based IT services and related hardware and software. The individual selected for this position will act in the capacity of an IT systems engineer and project manager. As such, will be responsible for the technical vision and direction of the technology under their purview while keeping up to date on emerging technology with the ability to engineer IT solutions for the future. In addition, this individual will provide support for systems within this team with a desire to learn and develop their IT skills and knowledge base on the California Legislative process and business. This individual will work on keeping the systems under their support patched and secure. This role requires constant communication, both verbal and written, with team members throughout the organization. The ideal individual will be one that strives for excellence in both IT and customer/client satisfaction.

Your Expertise

- Expert in technologies such as Microsoft Exchange, Microsoft Lync/Skype for Business, and Microsoft Outlook
- Thorough working knowledge of Microsoft Windows Server based operating systems administration and best practices
- Familiarity with Load Balancing principles and technologies, Internet Information Services and VMware based virtualization
- Experience working in a Microsoft Active Directory based environment and knowledge of the technologies therein such as DNS/DHCP and how they function
- Knowledge of IT security best practices and principles
- Customer service oriented/focused with a passion for problem solving and engineering solutions based on customer requirements and business needs

Your Responsibilities

- Lead the engineering and future of the infrastructure technologies under your support
- Keep up to date on the latest advancements in emerging technologies
- Perform systems patching and upgrades after hours
- IT security best practices and hardening of systems under your support
- Daily administration of critical infrastructure servers and services
- Professional and personable demeanor, with excellent communication skills
- Maintain professional internal/external relationships that meet the organization's core values
- Manage and maintain a schedule of work to ensure project scheduled and deliverables are completed within agreed timeframes
- Be reachable 24/7 via cellular phone as needed

Minimum Qualifications

A minimum of three (3) years of experience in the engineering and the administration of Microsoft Exchange and Windows infrastructure software, such as Active Directory, Domain Naming Services (DNS), and support of client based messaging applications

such as Microsoft Outlook. Demonstrated experience in system maintenance, troubleshooting, and working with other teams to resolve both technical and complex problems. Ability to establish effective working relationships with the other staff, managers, customers, and vendors that culminates in successfully meeting customers' expectations of products and services. Ability to learn, interpret, and apply new technologies to information technology problems. Ability to create a service-oriented culture among organizational entities and staff to provide a high level of service to customers. Demonstrated ability to resolve problems in a quick and efficient manner. Ability to execute precise actions through appropriate communications and change controls. Ability to assimilate new complex technologies quickly, match the technologies to business requirements, and disseminate detailed technical information to appropriate audiences effectively. Demonstrated ability to perform complex, highly detail-oriented application infrastructure system administration and support tasks. Ability to think tactically and strategically to provide information technology solutions and services that meet the customers' needs and fit into the IT architecture of the LDC. Ability to handle stressful situations in a professional manner. Excellent oral and written communication skills.

Desirable Qualifications

Five (5) or more years of experience performing engineering, infrastructure design, advanced administration, configuration, deployments, and support of Microsoft Exchange in a virtualized environment such as VMware, hardware load balancers such as Citrix NetScaler and instant messaging infrastructures such as Microsoft Lync/Skype for Business. Experience with the advanced support of Microsoft Outlook and related configuration mechanisms such as Group Policy and AutoDiscover. Experience with email security appliances such as Cisco IronPort. Familiarity with monitoring tools such as Microsoft Systems Center Operations Manager and Mailscape. Knowledge of information technology and trends sufficient to advise customers and staff in their use. Knowledge of Enterprise Architecture, High Availability Architecture, and deployment concepts. Knowledge of project management practices to ensure projects stay on schedule and appropriate action is taken when problems occur. Ability to act as a team contributor on projects involving complex architectures and system configurations.

WHO MAY APPLY

Applicants need not be a current or former State employee nor be on a State exam list to apply, but need to meet the Minimum Qualifications listed above. It is your responsibility to make sure that you meet the minimum qualifications listed in this bulletin. Your signature on your application indicates that you have read, understood, and possess the minimum qualifications required. This selection process consists of a state examination and job interview as a combination. Under the OLC's position-specific selection program, candidates do not have to be on a State list in order to apply. OLC may use this selection process for up to one year to fill other vacancies, where job-related knowledge, skills, abilities and behaviors are the same or substantially similar to this advertised position. Applications will be screened and interviews scheduled for those candidates possessing the best qualifications and experience. Subject to SROA/Surplus.

HOW TO APPLY

Submit a standard state application and resume which demonstrates that you meet the Minimum Qualifications in the bulletin to the Office of Legislative Counsel Human Resources Office, Attn: H. Chu, 925 L Street, Suite 900, Sacramento, CA 95814. Applications must be received in the Human Resources Office by 5:00 p.m., Friday, February 19, 2016, or be postmarked by this date. **You must include on your application the alpha-numeric process indicator number 6LC01 after the position title on your application. Applications that do not contain the process indicator number will not be processed.** Please note on your application how you heard about this position. Technical questions regarding the position may be directed to Matt Hazel at (916) 341-8638. Questions regarding the application process may be directed to Human Resources Office at (916) 341-8330.

SELECTION INFORMATION: The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, 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), and sexual orientation.

It is an 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.

OTHER RELATED INFORMATION: The Office of Legislative Counsel reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Applications are available at local offices of the Employment Development Department and the Office of Legislative Counsel Human Resources Office. The application form (STD. 678) is also available in several formats on the website at: <http://jobs.ca.gov/Profile/StateApplication>.

THIS IS A COMPETITIVE PROCESS. If you meet the minimum qualifications stated on this bulletin, you may file for this position. Possession of the qualifications does not guarantee inclusion in the selection process. Your performance in the selection process will be compared with the performance of all others who participate in this process, and does not guarantee an appointment to the position.

INTERVIEW SCOPE: If an interview is conducted, in addition to the minimum and desirable qualifications described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of experience. Evaluation of a candidate's personal development will include consideration of recognition of training needs; plans for self-development; and the progress made in efforts toward self-development.

CALIFORNIA RELAY SERVICE: TDD PHONE (800) 735-2929 VOICE PHONE (800) 735-2922