

JOB OPPORTUNITY/EXAMINATION BULLETIN

OFFICE OF LEGISLATIVE COUNSEL
LEGISLATIVE DATA CENTER



VIRTUALIZATION/STORAGE ENGINEER INFORMATION TECHNOLOGY SPECIALIST II (6LC41) (EQUIVALENT TO: SYSTEM SOFTWARE SPECIALIST II (TECHNICAL))

JOB LOCATION: **SACRAMENTO, CALIFORNIA**
FINAL FILING DATE: **NOVEMBER 18, 2016**

SALARY: **\$5,993 - \$7,880**

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, Citrix Mobile Device Management, Citrix NetScaler, Citrix Desktop/Application Virtualization, VMware Virtualization Infrastructures, Mobile Device Operating Systems (iOS/Android) and Microsoft Windows Server based IT services and related hardware/software. The individual selected for this position 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 while always keeping up to date on emerging technology with the ability to engineer IT solutions for the future. 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

- Proven experience with Mobile Device Management, Mobile Printing, Virtualization and Mobile Network Access infrastructures
- Experience with the advanced support of iOS and Android based mobile devices and methods of management and configuration
- Thorough working knowledge of and experience with Microsoft Windows Server based operating systems administration and best practices
- Experience working in a Microsoft Active Directory based environment and knowledge of the technologies therein such as DNS/DHCP, Group Policy 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/appliances and related 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 two (2) years of experience in the advanced support and/or administration of mobile technologies such as iOS and Android mobile operating systems. A minimum of two (2) years of experience with Mobile Device Management and/or Mobile Application Management platforms. A minimum of two (2) years of experience with virtualization technologies such as VMware Virtualization, Citrix Application/Desktop Virtualization, and Citrix NetScaler. Experience with technologies such as Active Directory Domain, DNS, DHCP and Group Policy. Ability to assess customer technical solutions to ensure that they adhere to the technical infrastructure and are in alignment with the LDC's Enterprise Architecture in order to address the support, reliability and performance aspects of these systems. Demonstrated ability to coordinate and provide recommendations regarding connectivity, platforms, and software as required and review technical systems and application documents. Ability to make recommendations to customers or the LDC Executives, depending on the best approach to meeting customer business needs. Experience consulting with customers and participating in customer and internal RFP and RFQ projects and the development of new service offerings to ensure that proposed solutions can be supported by the technical infrastructure. Ability to research new technical components that will need to be supported by the department. 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 Data Center. Ability to provide or review alternative solutions with associated costs including, but not limited to: Cost/Benefit analysis, technical design documentation or other deliverables. Ability to assimilate new complex technologies quickly, match the technologies to the business requirements, and disseminate detailed technical information to appropriate audiences effectively. Strong work ethic. Ability to work both independently and lead teams and understand the value of completed staff work, and be capable of contributing through these techniques and gain closure of tasks and/or group assignments. Ability to handle stressful situations in a professional manner.

Desirable Qualifications

Three (3) years of experience in the advanced support and/or administration of mobile technologies such as iOS and Android mobile operating systems. Four (4) year degree specializing in an IT discipline such as Computer Information Systems (CIS) or Management Information Systems (MIS). Demonstrated experience running projects involving multiple departments where resources must be coordinated for effective project execution. Demonstrated knowledge of project management practices to ensure projects stay on schedule and appropriate action is taken when problems occur. Demonstrated ability to act as a project leader on projects. Familiarity with Network design and infrastructure. Excellent oral and written communication skills. Work effectively in high pressure situations.

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, November 18, 2016, or be postmarked by this date. **You must include on your application the alpha-numeric process indicator number 6LC41 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