



Classification: Information Technology Specialist I

Title: AWS Administrator

Tenure and Time Base: Permanent, Full-Time

Salary: \$5,297.00-\$8,570.00

Posted: June 9, 2020

Final Filing Date: Until Filled

The California Student Aid Commission (CSAC), located in Rancho Cordova, is the principal state agency responsible for administering approximately \$3 billion 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.

Not Your Average IT Shop

The Information Technology Specialist (ITS I) is a member of the Information Technology Services Division (ITSD) Team comprised of highly motivated, collaborative professionals. As the lead, this position serves as an experienced "Hands-on" lead responsible for the professional execution of the AWS cloud technology in a large multi-customer AWS environment. 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 technologies 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 (GDS) 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 launching the first of two phases of the Grant Deliver System Modernization Project (GDSM). This phase is the new student user interface that is connected to the previous GDS to move to a fully integrated system in phase two.

Highlights of the Job

- Hands-On knowledge and understanding of AWS infrastructure and services including but not limited to VPC, Security Groups, IAM, Cloud Formations, EC2, EBS, S3, CloudWatch, Cloud Trail, AWS Config.
- Experience with networking principles and technologies (DNS, Load Balancers, Reverse Proxies).

- Thorough understanding of High availability and Disaster Recovery principles, patterns, and usage.
- Provide leadership in all Change and Release Management functions.
- Strong abilities with designing and implementing complex IAM policies in a multi-account environment.
- Act as a liaison between the business, GDSM and IT areas, often to non-technical audiences.
- Hands-On knowledge of AWS cloud solutions and DevOps for automation and management of hybrid cloud environment.
- Collaborate with diverse technical and non-technical groups, spanning all organizational levels.
- Identify metrics, workloads, and drive initiatives to improve the quality of ITSD services.

Preferred Qualifications

- Hands-on design & implementation role leveraging AWS and other cloud technologies in a large multi-customer AWS environment.
- Experience in Implementing AWS cloud infrastructure solutions with emphasis on infrastructure provisioning, infrastructure management, systems monitoring, governance automation, security management, Identity Access Management (IAM).
- Troubleshoot and resolve issues with AWS Cloud and related trouble tickets.
- Experience with ServiceNow tool to self-select AWS and related trouble tickets from a queue and successfully resolve them.
- Strong analytical and problem-solving skills.
- Experience in understanding testing processes, procedures, and methodologies.
- “Hands-on” and detail oriented technical and security expertise of the more complex nature.
- Ability to effectively communicate via various media with management, stakeholders, customers, contractors, peers, and staff.
- A willingness to learn new things, embrace change and support others with organizational change management.
- An ability to perform well under pressure on time-sensitive and high priority projects.
- Ability to multi-task between projects with competing priorities.

Who Should Apply

Interested individuals who meet the minimum and desirable qualifications and are eligible to be appointed to the **Information Technology Specialist I** classification.

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 an **IT Specialist I** position. Appointment is subject to SROA/Surplus provisions. SROA and Surplus candidates are encouraged to apply. Surplus candidates must submit a copy of their surplus status letter. Other methods of appointments will be considered, including Training & Development (T&D) Assignments.

All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the **IT Specialist I** classification. In addition, please attach all required supporting documents (i.e. transcripts/diploma, license, and/or required certificate) to your application.

Eligibility is determined by the completed information on your Std. 678 and/or résumés; please ensure applications and/or résumés contain completed information or your application may not be accepted.

How to Apply/Final Filing Date

Please reference **RPA #19-077, JC-205153, Position #270-701-1402-XXX, AWS Admin, Information Technology Specialist I**, in the 'Job Title' section on the application, Std. 678.

Interested and qualified candidates must complete a State Examination/Employment Application (STD. 678), submission of a résumé is optional. Applications and résumés will be accepted **Until Filled**. Electronic submission of applications may be completed through your Cal Career account at www.jobs.ca.gov. Please contact the Personnel Office at (916) 464-8910 or email at Personnel@csac.ca.gov if you need assistance with the electronic application process.

Applications will **not** be accepted by fax or e-mail. You may also submit your application in person or by mail at:

CA Student Aid Commission
P.O. Box 3210
Rancho Cordova, CA 95741-3210
Attention: Personnel-Recruitment

CA Student Aid Commission
11040 White Rock Road
Rancho Cordova, CA 95670
Attention: Personnel-Recruitment

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 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), AND SEXUAL ORENTATION OF ANY PERSON.

IT IS AN OBJECTION 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

Position Identification:

Employee Name:	Vacant
Classification:	Information Technology Specialist I
Working Title:	AWS Cloud Engineer
Position Number:	270-701-1402-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	4/15/2020
Effective Date:	4/21/2020

Function (Summary of Responsibilities):

Under the general direction of the Information Technology Manager I (ITM 1), the Information Technology Specialist (ITS I) , serves as an experienced AWS Cloud Engineer responsible for the direct support to cloud operational environments on a day-to-day basis including AWS cloud infrastructure administration, configuration, upgrades, security patches and planned maintenance as required. The ITS I works alongside all CSAC IT and business teams to ensure the successful end to end management of the Infrastructure.

Domains Used: Client Services.

Reporting Relationships:

Reports directly to the Information Technology Manager I, Production Branch.

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.

As a valued member of the Information Technology Services Division team, you make it possible for the California Student Aid Commission (CSAC) to improve by providing expert level consultation, being innovative, resourceful, and flexible, reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly, and with respect. Your efforts are important to each member of the team, as well as the students and schools we serve.

Job-Functions:

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

- 50% Provides direct support to cloud operational environments on a day-to-day basis including AWS cloud infrastructure administration, configuration, upgrades, security patches and planned maintenance as required.

Monitors, diagnoses, and resolves problems and performs analysis in relation to cloud operations in the cloud environment.

Design, architect, and implement a hybrid cloud virtual data center utilizing AWS to provide servers, storage, networks, high-availability, backup and disaster recovery, demand forecast, capacity planning, and performance management.

Design and deploy scalable, highly available and fault tolerant systems on AWS in different region/zone. Design and Build a Custom VPC from Scratch inside AWS. Configure VPC, Subnets, Internet gateway, NAT gateways, Bastion host, Route tables, Security groups, Backups/Recovery, Network Access Control Lists (NACLs).

Effectively creates and maintains relevant cloud systems documentation and user guides.

Research emerging technology and POC.

- 20% Experienced in cloud deployment automation with tools such as Terraform, Jenkins, Ansible etc. Manage AWS with DevOps tool to automate many systems administration and deployment tasks. Mentor developer in migrating workloads from on-premise into Public Cloud, or between Public Clouds. Use Jira, Github and Confluence to manage agile project plan, version control and documentation.

- 15% Experience in building the Cloud IAM policy and procedures. Building Cloud IAM framework for provisioning and de-provisioning access in cloud. Hands-On experience for on-prem IAM solution, moved into working on a Cloud based security solution and exposed to multiple clouds technologies.

- 10% Responsible for the installation, configuration, and maintenance of UNIX/LINUX operating Systems. Recognizes and troubleshoots problems with server hardware and applications software. Working knowledge of Windows Server to 2016, Active Directory, Group Policy, IIS/FTP. Working knowledge of VMware technologies/Citrix infrastructure.

Non-Essential Functions

- 5% Performs other duties as required.

Physical Requirements:

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.

Duties require the incumbent to sit for extended periods of time to operate a computer; sit, stand, speak, see, and hear presentations and participate and/or facilitate meetings, conferences, and workshops; frequent keyboard entry, telephone; grasp and handle papers, small objects and large manuals; reach to file above shoulder level; bend/stoop to file below waist level; and occasionally lift up to ten pounds. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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 locations.

Work Environment Requirements:

- Professional business attire
 - Required to carry a mobile device and be available by phone and/or email
 - Requires periodic off-shift and weekend work
- Travel is required to attend meetings, conferences, or training

Attendance:

Must maintain regular and acceptable attendance. This position is subject to on-call and standby time and periodic off-shift, weekend work. This position is work week group "E" which is exempted from coverage under the Fair Labor Standards Act (FLSA). A work week group "E" or salaried employee does not receive overtime compensation and may be required to work specific hours to provide services when deemed necessary by management. Employees who are excluded from FLSA shall not charge paid leave for absences of less than whole day increments or docked for absences of less than a whole day.

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 accommodations. (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 California 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.