



Position Details

Classification:
Information Technology Specialist I

Office/Branch: Information
Technology/IT Enterprise Services

Working Title: Microsoft 365 and Active
Directory Administrator

Location: Sacramento

Position Number: 311-440-1402-002

HR Approval Date/Initials: JT 6/13/24

**CBID/Bargaining
Unit:** R01

**Work Week
Group:** E

Tenure:
Permanent

Time Base:
Full-Time

Job Description Summary

Under the direction of the Client Services Manager, an Information Technology (IT) Manager I, the IT Specialist I (Microsoft 365 (M365) and Active Directory Administrator) works independently and as part of a team to manage, monitor, and maintain the M365 environment and applications, Active Directory, and domain controllers. The incumbent must maintain accurate documentation and be highly responsive to the needs of the business and its end users.

The following IT Domains are applicable to the incumbent's duties/tasks:

- | | |
|---|--|
| <input type="checkbox"/> Business Technology Management | <input type="checkbox"/> Information Technology Project Management |
| <input checked="" type="checkbox"/> Client Services | <input checked="" type="checkbox"/> Software Engineering |
| <input type="checkbox"/> Information Security Engineering | <input checked="" type="checkbox"/> System Engineering |

Duties

Percentage

Essential (E)/Marginal (M)

30% (E)

Microsoft 365 Administration

- Administers and maintains M365 applications and services, including Exchange Online, OneDrive, Teams, Intune, and Microsoft Defender.
- Manages policies, groups, user accounts, licensing, and permissions within the M365 environment.
- Monitors and maintains M365 admin center to ensure efficient user management, access control, and license management.
- Configures and maintains Exchange Online mailboxes, shared mailboxes, distribution lists, and email security settings. Performs eDiscovery, email recovery, and restoration.
- Implements and manages Intune including deployment, configuration, policies, and compliance. Troubleshoots and resolves Intune-related

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issues.

- Administers and maintains the Authority's Unified Communication and Collaboration services (MS Teams) in the M365 tenant and supports implementation, deployment, and management of features such as eFax, E911, auto-attendant/call queues, shared lines, hunt groups, physical and conference room phones, video conferencing, and integrations.
- Monitors and troubleshoots M365 services and connectivity issues, using tools such as the M365 admin center and PowerShell scripts to ensure optimal performance and user satisfaction.
- Manages M365 deployments, including software updates, version control, and user installation options to ensure users have access to the latest productivity tools.
- Implements and manages M365 compliance features, including data loss prevention (DLP), eDiscovery, and retention policies.
- Designs and implements automated workflows using tools such as Power Automate.
- Applies changes and upgrades to the M365 environment, following Authority change management procedures.
- Supports and maintains other collaboration tools, such as Zoom, and their integration with M365.
- Coordinates with external vendors, service providers, and other IT teams on the integration of third-party services and applications within the M365 environment.
- Provides technical support and troubleshooting assistance, addressing issues related to M365 tools and solutions. Acts as subject matter expert and collaborates with IT team to resolve complex problems.

25% (E) **Identity and Access Management**

- Administers on prem Active Directory and Azure Entra ID, including user management, security groups, organizational units, and group policy objects. Creates, modifies, and deactivates user accounts.
- Ensures efficient and secure system operations, including the protection of information assets through conditional access policies and other identity services. Automates identity and access management processes.
- Designs domain structures, forests, trusts, and organizational units (OU) hierarchies.
- Manages, maintains, and configures AD management tools, such as ManageEngine's AD360.
- Creates user role definitions and enables role-based permissions and access authorization.
- Manages and maintains Azure Entra ID single-sign-on (SSO) and

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Azure multifactor authentication (MFA) and supports the integration and onboarding of 3rd party applications.

- Enforces security policies, compliance rules, and conditional access controls.

25% (E) **Client Services Support**

- Provides technical support and collaborates with other IT staff or business partners to troubleshoot and resolve application problems, system configuration issues, and other malfunctions.
- Monitors the Authority's ticketing system. Proactively responds to and resolves incidents and fulfills service requests within defined service levels. Ensures actions are documented and cases are updated and closed in accordance with established processes.
- Supports the delivery and operations of business applications by participating in workgroups and project teams and working collaboratively with other IT units.
- Coordinates or collaborates with network, cloud/infrastructure, solution delivery, and security teams to support the IT portfolio of technology and services.
- Creates, maintains, and updates technical documentation, user guides and reference materials, and system diagrams.
- Provides or supports user training and education.
- Ensures all Change Management and Release Management processes are followed.
- Contributes to the development of Business Impact Analyses, and Incident Response and Technology Recovery Plans. Participates in tabletop exercises to validate effectiveness.
- Implements or maintains IT policies, plans, processes, and standards, as appropriate.
- Identifies continuous improvement opportunities to support and optimize operations.
- Provides support or performs duties across other IT domains (i.e., Infrastructure or Network Operations, desktop support, etc), as needed or directed.

15% (E) **Domain Controller Administration, Backup, and Storage**

- Deploys, configures, and maintains AD DS domain controllers (DC).
- Performs and verifies backups and/or replication, and documents, tests, and validates backup and recovery processes using Veeam and iLand.
- Restores/recovers files and DCs as required.
- Manages and maintains the Authority's backup infrastructure for

M365/O365.

- Manages and maintains the Authority's iLand storage environment.
- Monitors and maintains server asset management, including component inventory and documentation, licensing and renewals, deployment, and retirement.

5% (E)

Other Duties

- Fosters an environment of teamwork and collaboration.
- Actively participates in team and departmental meetings, training, technology initiatives, or other assignments.
- Maintains up to date knowledge about Authority and state policies, processes, and industry best practices and other position-related subject matter.
- Ensures travel is approved and documentation and expense claims are processed in a timely manner.
- Invests in personal development through continuous education to gain and enhance position-related knowledge.
- Adheres to Authority policies and procedures regarding attendance, leave, and conduct.
- Other duties as needed to accomplish the Authority and IT Office mission and goals.

Special Requirements

The checked boxes below indicate any additional requirements of this position.

License Required Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Conflict of Interest (COI) Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Bilingual Required Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Contract Manager Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Medical Required Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Type:		Language:		

Other Special Requirements Information:

- **Conflict of Interest (COI)** – 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 employee is required to complete form 700 within 30 days of assuming employment. Failure to comply with the Conflict-of-Interest Code requirements may result in disciplinary action.

Knowledge and Abilities

All knowledge and abilities of the Information Technology Associate classification; and

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Knowledge of: Information technology governance principles and guidelines to support decision making; complex and mission-critical business processes and systems; principles, methods, and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Ability to: Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

Desirable Qualifications

- Possess any of the following certifications:
 - Microsoft 365 Certified: Administrator Expert
 - Azure Administrator Associate
 - Identity and Access Administrator Associate
 - Other relevant Microsoft certifications
 - ITIL Foundation
- Demonstrated experience (two years or more) with managing and administering a M365 infrastructure and its applications including, Exchange Online, Teams, Intune, OneDrive, conditional access policies, and Office.
- Experience with administering and supporting Unified Communications/Teams softphones.
- Demonstrated experience (two years or more) with Windows-based operating systems, configurations, Active Directory, and Group Policy.
- Experience with managing Azure Security Groups, Azure Entra ID, and Azure MFA.
- Demonstrated experience (two years or more) with administering and maintaining AD DS domain controllers.
- Experience with scripting methods, such as PowerShell, to automate tasks.
- Experience with Veeam Backup and Replication.
- Experience leading projects or operational optimization initiatives.
- Ability to prepare and produce clear and concise documentation (e.g., processes and procedures, technical diagrams, plans, policies, etc.).

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- Ability to establish and maintain cooperative working relationships with all levels of staff, management, and vendor partners; communicate effectively with peers, end users, and other technical staff, management, and partners.
- Ability to prioritize multiple tasks in a fast-paced achievement-oriented environment.
- Ability to communicate effectively in a clear and concise manner and share/explain complex technical information in a manner easily understood by non-technical stakeholders and end users.
- Ability to independently analyze and resolve issues, perform root cause analysis, work under pressure to meet deadlines, and support business needs through innovative solutions.
- Ability to maintain confidentiality of sensitive tasks, assignments, and information.
- General knowledge of project management practices.
- Demonstrate a service oriented, customer relations-sensitive attitude.
- Willingness to work excess hours to achieve business results.
- Display enthusiasm and aptitude for continuous learning.

Supervision Exercised Over Others

This level does not supervise but may act as a lead. The IT Specialist I has defined responsibility and authority for decision making related to projects or in an advisory function.

Public and Internal Contacts

The incumbent will have regular contact with various levels of staff at the Authority, consultants, vendors, contractors, and staff at other state agencies. The incumbent must handle all situations and communications tactfully and respectfully to support the Authority's mission.

Responsibility for Decisions and Consequence of Error

At the Information Technology Specialist I level; the incumbent is responsible for individual decisions and actions. As a subject matter expert; this level is responsible for actions that could have a serious detrimental effect on the operating efficiency of the undertaking or function. The consequence of error at this level may result in loss of data, user dissatisfaction, and impact to the organization, project, or work unit, and related support units. Consequences include operational down time, loss of business continuity, and poor customer service and performance.

Physical and Environmental Demands

While working on-site, the incumbent works in a professional office environment, in a climate-controlled area which may fluctuate in temperature and is under artificial light. The incumbent will be required to use a computer, mouse, and keyboard, and will be required to sit for long periods of time at a computer screen. The incumbent must be able to focus for long periods of time, multi-task, adapt to changes in priorities, and

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complete tasks or projects with short notice. The incumbent must develop and maintain cooperative working relationships and display professionalism and respect for others in all contact opportunities.

Working Conditions and Requirements

- a. Schedule: Flexible schedules are available for this position.
- b. Telework: Telework is available for this position with a minimum of two in-office working days per week.
- c. Travel: Travel may be required to Authority locations within California, if needed, to support business needs.
- d. Other: The incumbent may be required to carry a state-issued cell phone and work outside of their regular schedule, as needed, to meet business needs.

Acknowledgment and Signatures

I have read and understand the duties listed above and can perform them with/without reasonable accommodation (RA). (If you believe you may require RA, please discuss this with the supervisor indicated below who will discuss your concerns with the RA coordinator. If you are unsure whether you require reasonable accommodation, inform the supervisor indicated below who will discuss your concerns with the RA Coordinator.)

Employee Printed Name:	Signature:	Date:
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I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Supervisor Printed Name:	Signature:	Date:
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