

DUTY STATEMENT

DGS OHR 907 (Rev. 09/2022)

RPA NUMBER 26563	DGS OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME Network & VoIP Services	REPORTING LOCATION 707 3rd Street, 3rd Floor, West Sacramento, CA 95605	
SCHEDULE (DAYS / HOURS) Mon-Fri. 8:00 a.m. to 5:00 p.m.	POSITION NUMBER 306-072-1401-059	CBID R01
CLASS TITLE Information Technology Associate	WORKING TITLE Associate Network Administrator	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION Rank and File Supervisor Specialist Office of Administrative Hearings Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under general supervision of the Information Technology (IT) Supervisor II, the IT Associate in the Department of General Services, Enterprise Technology Solutions within the System Engineering domain, acts as second level technical support on DGS' IT systems, and is responsible for the administration, maintenance and monitoring of the department's network infrastructure.

SPECIAL REQUIREMENTS Conflict of Interest Medical Evaluation Background Evaluation Background Evaluation FTB Office Technician (Typing)

Conflict of Interest

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 appointee is required to complete Form 700 within 30 days of appointment.

Background Evaluation

This position requires Background Investigation clearance.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
35%	Administers the enterprise network infrastructure by configuring, maintaining, and monitoring network switches and routers using network configuration scripts and web-interfaces in order to support the department's business functions to ensure reliable and consistent access to network resources utilizing existing configuration standards and guidelines, the SolarWinds Orion, Cisco SmartNet Total Care, Cisco Meraki Cloud Orchestrator and the Palo Alto Panorama Next Generation Firewall Management tools.
25%	Resolves network incidents delivered via the Service Now Service and Operational Workflows utilizing troubleshooting skills to perform root cause analysis by documenting and implementing lessons learned and presenting analysis to management and enterprise architects in order to prevent future occurrences of network incidents and improve the reliability and security of network resources to ensure it is in support of the department's business functions, delivering of this feedback can be in the form of a Weekly Staff or Network Planning Meeting, Report or Presentation to Management or documented within the details for planned changes that will be reviewed by the weekly Change Advisory Board (CAB).
25%	Assists Team network administrators documents network topology, infrastructure hardware/ software life cycle standards, processes, and procedures by assisting with the analysis of project

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 Current Proposed

PERCENTAGE	DESCRIPTION
	requirements, validating conformance toward established technical and operational standards, evaluating relevant network technology designs, enhancements and solutions that will increase our efficiency, constancy, and value throughout the department in order to maintain consistent practices within the network workflow to ensure network deployment consistency and standards are met utilizing Microsoft Office Tool's like Visio, Excel and Word, Compliance standards and best practices via CIS, NIST and Industry Best Practices references will help deliver these tasks.
10%	Tracks and keeps records of network equipment by documenting and maintaining the hardware inventory of all network assets in order to maintain accurate and current maintenance and service contracts utilizing asset inventory software to ensure accurate reporting of assets to the Office of Business and Acquisition Services (OBAS.)

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Collaborates with other ETS units to support IT special projects relating to network operations in order to ensure project time lines are met and completed for DGS Customers.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

This position is Hybrid and eligible for telework up to three (3) days a week, in accordance with the Statewide Telework Policy, and will be required to report to the office as needed/required. The successful candidate must reside in California upon appointment.

Occasional Travel, Overnight, Weekend and After hours work may be requested to support our business requirements.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED