

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Enterprise Information Services		POSITION NUMBER (Agency-Unit-Class-Serial) 065-627-1402-038			
DIVISION / UNIT Infrastructure Services- Network Engineering		CLASSIFICATION TITLE INFORMATION TECHNOLOGY SPECIALIST I			
		WORKING TITLE INFORMATION TECHNOLOGY SPECIALIST I			
		TIME BASE / TENURE Full-Time/Permanent	CBID R01	WWG E	COI Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
LOCATION Birkmont Drive, Rancho Cordova		INCUMBENT		EFFECTIVE DATE 4/26/2024	
CDCR'S MISSION and VISION					
<p>Vision We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.</p> <p>Mission To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.</p>					
COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION					
The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.					
DIVISION OVERVIEW					
BRIEFLY DESCRIBE THE DIVISION/UNIT FUNCTIONS Enterprise Information Services (EIS) is the catalyst that drives transformation. We enhance safety, enable rehabilitation, and drive operation efficiency. EIS provides a full range of information technology (IT) services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation and support.					
GENERAL STATEMENT					
The Information Technology Specialist 1 (ITS I) will function under direction of the Information Technology Manager I. The ITS I will assist in providing executive management with IT direction and specific IT goals to meet CDCR's strategic business objectives. The ITS I will work both independently and in a team environment to perform organizational IT decision-making and technical direction for the CDCR. This is an expert technical level position, and the incumbent must be familiar with high level electronic computer systems, data communications, software programming, installation, maintenance, and troubleshooting.					
INFORMATION TECHNOLOGY DOMAINS – PLACE AN "X" ON ALL APPLICABLE DOMAINS					
	Business Technology Management		Client Services		Information Security Engineering
X	Information Technology Project Management		Software Engineering	X	System Engineering
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.				
35%	<p>System Engineering/ Architecting</p> <ul style="list-style-type: none"> • Perform Capacity Planning for WAN/LAN. • Perform Software Testing and Evaluation. • Perform Hardware Testing and Evaluation. • Perform Architect network standards. • Review and make recommendations on D&E's. • Perform security analysis and apply firewall changes. • Perform IPAM and DHCP management. • Perform VPN management. 				

- Perform Network Access Controller administration.
- Perform Load Balancer administration.
- Perform Network Proxy management.
- Manage core and distribution routers and switches.
- Perform Wireless network design, configuration, and support.
- Develop complex configuration templates.
- Provide training.
- Bandwidth Utilization testing.
- Develop impact assessments.
- Make application, production, and operation presentations to management.
- Propose and/or modify service level agreements.
- Develop technical proposals.
- Determine impact of upgrades to existing data communications and services.
- Evaluate and recommend approval/rejection of new data communications and special purpose vendor supplied applications.
- Analyze, test, install operating data communications and utility software upgrades and patches.
- Coordinate and ensure effective operations of complex multi-tier environments.
- Perform configuration management tasks.
- Evaluate and recommend approval/rejection of firewall changes.
- Set configuration standards and conventions.
- Act as the technical advisor to application development, database, operations, and security staff.
- Act as the technical advisor in meetings.
- Act as the technical advisor to other customers, IT staff, vendors, and contractors.

35%

Operations (Routine Tasks and Activities)

- Implement existing policies, standards, and procedures.
- Document data communications configuration for wired and wireless networks.
- Create and implement policies, standards, and procedures.
- Review and approve system and service policies, standards, and procedures.
- Collect, monitor, and report costs, schedules, and benefits for department data services and projects.
- Review and approve hardware installation procedures.
- Review and approve hardware/software migration/conversion procedures.
- Review and approve operating procedures for each project or service.
- Review and approve backup and recovery plans, and procedures.
- Review and approve disaster recovery plans and procedures.
- Maintain version control of operating system and special purpose vendor supplied application software and licenses.
- Provide capacity planning.
- Perform cost analysis for proposals.
- Conduct training of new staff to various units in the Department.
- Monitor and analyze efficiency of utilities/tools and reports.
- Maintain system policy, standard and procedure documentation.
- Maintain hardware installation procedure documentation.
- Maintain operational procedure documentation for each system.
- Maintain disaster recovery plan and procedure documentation.
- Review and approve post-implementation evaluation reviews.
- Perform inventory management.

20%

Service Disruptions

- Assist with data communications troubleshooting.
- Provide third level Help Desk support.
- Provide communications expertise and assistance for production incidents on a 24-hour availability basis.

10%	<ul style="list-style-type: none"> • Act as liaison with vendors to report/troubleshoot special purpose vendor supplied application software problems. • Identify and resolve problems with system and configuration software. • Prepare/review disruption reports and correction plans. • Data communications research/problem solving within wired and wireless networks. <p>Project Management</p> <ul style="list-style-type: none"> • Assist in review of Request for Proposals (RFP), Feasibility Study Reports (FSR), Post-Implementation Evaluation & Review (PIER). • Perform simple project management, reporting tasks and implementation plans. • Implement existing policies, standards, and procedures. • Propose and/or modify service level agreements. • Develop contingency plans.
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SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, nonemployees and employees shall be made aware of this.

CONSEQUENCE OF ERROR

The consequence of error at the Specialist I 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.

To be reviewed and signed by the supervisor and employee:

EMPLOYEE'S STATEMENT:

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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SUPERVISOR'S STATEMENT:

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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