

**DUTY STATEMENT**

TECH 052 (REV. 02/2018)

RPA NUMBER (HR USE ONLY)

**20-074**  
**PROPOSED**

**ALERT: This form is mandatory for all Requests for Personnel Action (RPA).**

**INSTRUCTIONS:** Before completing this form, read the instructions located on last page.

**Section A: Position Profile**

A. DATE 9/1/20	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME
D. CIVIL SERVICE CLASSIFICATION Associate Telecommunications Engineer		E. POSITION WORKING TITLE
F. CURRENT POSITION NUMBER 695-390-3640-XXX		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Technology Services / CALNET Program / CALNET Engineering		I. SUPERVISOR NAME AND CLASSIFICATION Kami Dudley, IT Manager II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8 AM – 5 PM		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

**Section B: Position Functions and Duties**

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	<p><b>Information Technology Domains</b> (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input type="checkbox"/> Business Technology Management    <input type="checkbox"/> IT Project Management    <input type="checkbox"/> Client Services  <input type="checkbox"/> Information Security Engineering    <input type="checkbox"/> Software Engineering    <input type="checkbox"/> System Engineering</p>
	<p><b>Organizational Setting and Major Functions</b></p> <p>Under the direction of the Information Technology Manager II (IT Mgr II) of the CALNET Program Branch, within the California Department of Technology (CDT) Office of Technology Services (OTech), the Associate Telecommunications Engineer (Assoc. Telecom Engr) in the CALNET Engineering Section functions as the state's leading technical authority over all Telecommunications and Network technologies, and has direct responsibility for establishing and maintaining technical services contracts to serve 100% of the Executive Branch's telecommunications needs. The Assoc. Telecom Engr leads technical research projects, assesses contractor and customer requests related to services or technical questions, makes technical and policy recommendations to senior CDT management, conducts customer and vendor outreach, and represents Statewide telecommunications before boards, commissions, executives and other groups. The Assoc. Telecom Engr works collaboratively with the Office of Emergency Services' Public Safety Communications staff who utilize CALNET services to implement emergency communications operations. Assoc. Telecom Engr's make critical technical decisions affecting statewide telecommunications services. Assoc. Telecom Engr's evaluate vendor proposals and make final decisions for contracts valuing in excess of \$1.5 billion. The Assoc. Telecom Engr analyzes and makes recommendations on statewide strategy and policy for telecommunications and network services for State and local government. The duties are performed in alignment with Government Code 11541 that establishes statewide telecommunications responsibilities, as well as State strategic directives, State initiatives, and existing contracts.</p> <p>All work must be performed in accordance with Federal Communications Commission (FCC) and California Public Utilities Commission (CPUC) law and policies, California Contract Code, and relevant Government Code Regulations (CCR), the State Administrative Manual (SAM), the State Telecommunications Management Manual (STMM), and other related law and policy.</p> <p><b>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. Failure to comply with the Conflict of Interest Code requirements may void the appointment.</b></p>
40% of time performing duties	<p><b>Essential Functions</b> (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Perform technical engineering duties including research, service design, specifications development, draft service level agreements, and specify maintenance and operations requirements for the full range of Telecommunications and Network services available to State</p>

entities, both within the statewide contracts managed by the CALNET Program as well as other service providers.

- Serve as a technical engineering consultant to State and local government, contractors, vendors, professional engineers, OTech, and others on requirements and specifications for telecommunications and networks systems and commodities to achieve cost efficient telecommunications services and products to meet customer critical business requirements.
- Assess the overall long-range business telecommunication needs and requirements of the State. Evaluate CALNET's and other telecommunications network systems performance and cost as it relates to state of the art technology, multiuser availability, security, reliability, and other factors deemed to be important to State's needs and requirements.
- Establish, coordinate, and maintain productive partnerships with State and local governments, vendors, contractors, professional engineers, customers, OTech staff, state procurement officials, and legal and technical experts within these partner organizations.
- Independently identify technical, business, policy or service delivery issues or areas of concern and recommend resolutions to OTech executive management that would lead to implementation of needed improvements and/or amendments to the CALNET and other State telecommunications contracts.
- Research and recommend new statewide telecommunications systems or changes in existing systems to achieve greater economy and efficiency, eliminate obsolete platforms, and to monitor progress to help ensure desirable results are obtained.
- Represent the department in delivering high-level, technical engineering information and effective presentations to agencies executives, contractors, vendors, OTech executive management and/or staff. Provides status reports on projects, statistical data, engineering designs, research, white papers, position papers, and various telecommunications and/or information technology services and products.
- Oversee the state's Fiber Ring services installed in downtown Sacramento, and serve as the State's point of contact for locate requests to dig or perform other construction around or near installed fiber infrastructure. Maintain Auto-CAD files of installed infrastructure and inventories of customers using the existing connections. Make program and policy recommendations on future use or disposition of this legacy infrastructure.

35%

Provide oversight and ongoing management of the CALNET services statewide telecommunications and network contracts to ensure contracted network service interoperability, scalability, survivability, and redundancy to meet the all business telecommunication needs of State agencies and local governments.

- Research and write technical requirements for services being developed for a CALNET offering. Interpret customer technical inquiries and needs in relation to services offered in CALNET and identify solutions that align with policy and meet customer requirements.
- Negotiate terms and conditions of statewide network and telecommunications contracts that fall under CALNET's statutory authority. Review, evaluate, score and approve/deny vendor bids to provide those services as required per contract rules, policies, and procedures
- Assist the CDT's Statewide Technology Procurement office in the development, review, evaluation and execution of multi-million dollar telecommunications contracts executed on behalf of other State entities.
- Review, analyze and recommend the disposition of Requests for Exemption from CALNET or Requests for Delegation submitted by customers.
- Ensure CALNET contract terms are compatible with telecommunications procurement processes across State agencies and local governments, and that procurement methods support the State's strategic and tactical plans for telecommunications.
- Recommend to State and local government agencies rules, statutory authority, regulations, procedures, and methods of operation that support the most efficient and economical use of CALNET contracts, or other telecommunication services and products.

20%

Provide recommendations and strategic oversight of policies, rules, and procedures that guide statewide use of telecommunications and network systems, services, and commodities to the benefit of State and local governments

- Assist in the development of statewide policy on the use of critical business telecommunications and network systems / services by State agencies and local government, including education sector's special needs
- Evaluate and document issue papers, briefing documents, power point presentations or other deliverables to communicate Telecommunications policy issues, or specific issues, statistics, concerns or findings resulting from the CALNET statewide contracts.

5% of time performing duties

- Research, engineer, and implement telecommunications related policies, procedures, standards, specifications, and documents (i.e. STMM policies, Management Memos, CALNET Notifications, User Instructions, Service Level Agreements) to promote the state's buying power, reduce state costs, consolidate state services, and to train users and staff.
- Ensure technical telecommunications policies and procedures comply with Federal, and State legislation, FCC, and CPUC laws and policies.
- Evaluate and prepare written analysis of proposed legislation related to telecommunications service in California.
- Understand, develop and communicate technical documents that clarify CALNET's role, the scope of Telecommunications, the distinction between Information Technology and Telecommunications, and state law and policy governing each.

**Marginal Functions** (Percentages shall be in increments of 5, and should be no more than 5%)

Maintain and gain knowledge and understanding of existing and emerging technologies and industry trends to ensure abilities to perform all duties and functions

- Develop and maintain knowledge of emerging technologies including telecommunications and information technology systems and services through Internet research, seminars, technical forums, and training classes, to better advise State and local government, contractors, vendors, professional engineers, OTech, and others, in order to meet the critical business requirements and the overall strategic direction of the State.
- Maintain professional knowledge by attending education workshops, self-study, reviewing professional publications, and articles, and participating in peer discussion regarding technology, market environment, and regulatory and legislative issues.
- Coordinate and participate in special projects and other related duties as assigned.
- Attend staff meetings, and other meetings and offsite as required.

**Work Environment Requirements**

- Must be able to work independently and in a team environment.
- Work effectively with a wide variety of people and personality types at all organizational levels.
- Possess proficiency with personal computer tools, including Microsoft business applications, network diagrams, computer-aided design software, and collaboration tools, with capability to improve skills to intermediate or better.
- Work productively via telework using video conferencing, or in-office settings, and work additional hours as needed (frequency varies).
- Travel as needed (the most frequent travel is local; rare overnight trips).

**Allocation Factors** (Complete each of the following factors.)

**Supervision Received:**

The Assoc. Telecom Engr receives direction from the IT Mgr II that is general in nature, including Division and Section goals, program goals, objectives and due dates. The Associate Telecommunications Engineer is expected to interpret directions and develop and implement the engineering recommendations, telecommunications and network strategy and policies, and procurement directives and procedures as prescribed by the duties and responsibilities described above.

**Actions and Consequences:**

The Assoc. Telecom Engr researches, analyzes, performs engineering studies, develops engineering designs, and makes strategic recommendations on critical components and specifications that affect statewide public safety, the effectiveness of State and local government statewide telecommunications and data systems, strategic directives and initiatives, and procurement vehicles. Failure to make correct recommendations would adversely impact or cause failure of the delivery and operation of State of California government and local government and their ability to provide mission critical services to the citizenry of California.

**Personal Contacts:**

The Assoc. Telecom Engr has regular interdependent contact with contractors, vendors, architects, public utilities, agency executives, consultants, professional telecommunication engineers, and facility managers.

**Administrative and Supervisory Responsibilities** (Indicate "None" if this is a non-supervisory position.)

The Assoc. Telecom Engr is responsible for design, evaluation and assessment; development of documents, policies, specifications, white papers, and position papers. These documents are used for planning, budgeting, cost control, contract management, SLA adherence, and reporting

to internal and external agencies, executives, and constitutional officers to ensure successful implementation of statewide telecommunication services or compliance with the State's strategic directives and initiatives.

**Supervision Exercised:**

N/A

**Other Information**

**Desirable Qualifications:** (List in order of importance.)

Technical qualifications:

- Knowledge of telecommunications rules and regulations; Communication act of 1934, Telecommunications Act of 1996; FCC and CPUC rules and guidelines for regulated services, NANP, porting etc.
- Knowledge of Voice equipment, technologies, architecture, and services for both Time Division Multiplexing (TDM) and IP based systems.
- Knowledge of Network service delivery architectures; local and long distance for both voice and data (e.g. local exchange carriers), and electronic and engineering standards.
- Familiarity or experience with carrier grade environment requirements such as hardened sites, battery backup.
- Knowledge of physical Layer media such as copper and optical fiber.
- Knowledge of switched voice and metered services, Wireless communications, Satellite Communications
- Knowledge of Wide Area Network and Metropolitan Area Network telecommunications delivery methods for data networks.
- Knowledge of Service Level Agreements, Information Technology Infrastructure Library (ITIL) Service Delivery concepts, and Project Management best practices.
- Knowledge of statewide contract implementation, management and oversight responsibilities.
- Experience with Microsoft Office Suite, Teams, SharePoint, Access, Visio, AutoCAD, Adobe suite, video conferencing, and on-line collaboration tools used to support successful telework.

Ability to:

- Ability to lead others in the development of statewide telecommunications standards and policies
- Ability to understand the State's technical and business environment, and make judgments with a statewide perspective, cognizant of its impact.
- Ability to analyze information and situations, reason logically, identify and solve problems, apply creativity, draw valid conclusions, and develop effective solutions.
- Ability to prepare effective technical, business, financial, policy or analytical reports.
- Ability to manage changing priorities, multiple tasks, and deadlines.
- Ability to act responsibly with independence, open-mindedness, flexibility, diplomacy, and tact to achieve desired results.
- Demonstrates strong written and verbal communications skills.
- Demonstrates sound work ethic.
- Demonstrates reliability, regular attendance, and punctuality.

**INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.**

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
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**SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.**

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
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## Instructions

<b>Copies and Distribution</b>	<ul style="list-style-type: none"> <li>• <u>Current and Proposed Duty Statements</u>: Submit with Request for Personnel Action (RPA) package.</li> <li>• <u>Approved Duty Statement</u>: Supervisor reviews with incumbent; both supervisor and incumbent must sign and date.</li> <li>• <u>Signed Copies</u>: Original to supervisor; copy to incumbent; scanned/electronic version emailed to Human Resources.</li> </ul>		
<b>Section A: Position Profile</b>	Complete Sections A through K. If position number is changing, complete sections D, E, G, and H using the proposed position information. If incumbent's name is known, complete section C.		
<b>Section B: Position Functions &amp; Duties</b>	Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).		
<b>Information Technology Domains</b>	Select all domains applicable to the incumbent's duties/tasks.		
<b>Organizational Setting and Major Functions</b>	Provide a <u>brief</u> description of the position's reporting relationship, primary role, and purpose.		
<b>Essential Functions</b>	Identify the fundamental job duties of the position that must be performed, with or without reasonable accommodation. <b>NOTE: Essential Functions shall be properly aligned with the classification specification. Percentages shall be in increments of 5, and should be no less than 5%. The total percentage of all functions (essential and marginal) must equal 100%.</b>  Per Government Code section 12926.1 (a-c), a job function or task may be considered an essential function for several reasons, including, but not limited to: <ul style="list-style-type: none"> <li>• The position exists to perform the function.</li> <li>• There are a limited number of other employees available to perform the function, or among whom the function can be distributed.</li> <li>• The function is highly specialized; the person is hired for special expertise or ability to perform the function.</li> <li>• Removal of the function would fundamentally alter the job.</li> </ul> To write essential functions for the position: <ul style="list-style-type: none"> <li>• Identify the major functions of the job. Most positions have five to seven major functions.</li> <li>• Identify the specific tasks associated with each major function (include end products).</li> <li>• Identify the level of work and why the work is done.</li> </ul> The below is an example of how to write an essential function and the associated task statements: <b>ESSENTIAL FUNCTIONS</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; padding: 5px; vertical-align: top;">45%</td> <td style="padding: 5px;">                     Provide complex analytical support, and complete various sensitive assignments and documents in consultation and coordination with a variety of management, staff, and others using proven research techniques and analytical and writing skills.  <u>Associated Tasks Statements</u> <ul style="list-style-type: none"> <li>• Research, develop, and/or review a variety of documents, including STMM policies, procedures, and contract implementation-related documents, including contract exemption requests, Statements of Work, and other related items.</li> <li>• Conduct surveys, analytical studies, and other related activities to develop pertinent informational resources on telecommunications programs, issues, and customer utilization.</li> <li>• Follow up on statewide telecommunications-related laws, policies, procedures, and documents [e.g., Request for Information (RFI), Request for Proposal (RFP), Management Memoranda].</li> </ul> </td> </tr> </table>	45%	Provide complex analytical support, and complete various sensitive assignments and documents in consultation and coordination with a variety of management, staff, and others using proven research techniques and analytical and writing skills. <u>Associated Tasks Statements</u> <ul style="list-style-type: none"> <li>• Research, develop, and/or review a variety of documents, including STMM policies, procedures, and contract implementation-related documents, including contract exemption requests, Statements of Work, and other related items.</li> <li>• Conduct surveys, analytical studies, and other related activities to develop pertinent informational resources on telecommunications programs, issues, and customer utilization.</li> <li>• Follow up on statewide telecommunications-related laws, policies, procedures, and documents [e.g., Request for Information (RFI), Request for Proposal (RFP), Management Memoranda].</li> </ul>
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<b>Marginal Functions</b>	Identify functions or tasks that are performed, but are not fundamental duties of the position. These are functions or duties that can be assigned to another employee and can be characterized as non-essential or marginal. The phrases "perform other related duties" or "perform other related work" can be used in the marginal functions field. <b>NOTE: Percentages shall be in increments of 5, and should be no more than 5%. The total percentage of all functions (essential and marginal) must equal 100%.</b>		
<b>Work Environment Requirements</b>	Identify physical or mental requirements, work conditions, hazards, and equipment used on the job and required to perform the essential functions of the job. <b>NOTE: Specify in this section if a fingerprint background check is required.</b>		
<b>Allocation Factors</b>	<ul style="list-style-type: none"> <li>• <u>Supervision Received</u>: Identify the scope of initial instruction, how work is supervised while in progress, and nature and purpose of final review.</li> <li>• <u>Actions and Consequences</u>: Identify in what areas judgment, decisions, and recommendations are made, and probable effects of poor decisions or recommendations.</li> <li>• <u>Personal Contacts</u>: Identify with whom, how frequently, and for what purpose personal contacts are required with persons outside of the immediate work group.</li> <li>• <u>Administrative and Supervisory Responsibilities</u>: Briefly identify the extent of participation in management functions (e.g., planning, budgeting, cost control, reporting, selecting, placement, and development of personnel). Indicate "None" if a non-supervisory position.</li> <li>• <u>Supervision Exercised</u>: Identify the type of supervisory responsibility exercised and indicate whether supervision is a responsibility of the position or of a lead nature.</li> </ul>		
<b>Other Information</b>	Identify any significant factors or special requirements for this position that are not included elsewhere on this form. <ul style="list-style-type: none"> <li>• <u>Desirable Qualifications</u>: Identify any special personal characteristics, interpersonal skills, additional qualifications, specific business needs, and additional attributes that will enhance the incumbent's ability to perform a particular function. (e.g., professional certification or license, general or specialized knowledge in the field, ability to qualify for a fidelity bond, aptitude for investigative work, skills and abilities above the required minimums.) <b>NOTE: Please list the desirable qualifications in order of importance, as they will be listed on the Job Opportunity Bulletin (JOB).</b></li> </ul>		