

DUTY STATEMENT

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| CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services | | POSITION NUMBER (Agency – Unit – Class – Serial) 042-036-1402-008 | | | | |
| UNIT NAME AND CITY LOCATED Information Technology Services Division, Network and Server Operations - Elk Grove | | CLASSIFICATION TITLE Information Technology Specialist I | | | | |
| | | WORKING TITLE Network Engineer Specialist | | | | |
| | | COI Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | WORK WEEK GROUP E | CBID R01 | TENURE P | TIME BASE FT |
| SCHEDULE (WORKING DAYS AND WORKING HOURS) a.m. to p.m. (Approximate only for FLSA exempt classifications) | | SPECIFIC LOCATION ASSIGNED TO 8260 Longleaf Dr. - Headquarters | | | | |
| INCUMBENT (if known) | | EFFECTIVE DATE | | | | |
| 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 INGENUITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY, AND WITH RESPECT ARE CRITICAL TO THE SUCCESS OF THE DEPARTMENT'S MISSION. | | | | | | |
| PRIMARY DOMAIN: | | System Engineering | | | | |
| Under direction of the Information Technology (IT) Manager I, the IT Specialist I will act as the technical team member of the Enterprise Network Team and is responsible for complex project, network and infrastructure initiatives for CCHCS. These functions include, but are not limited to, working as a team member on project requirements, analysis, general design, development, implementing, and maintaining the daily operational readiness of the existing network infrastructure. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior and work cooperatively with others. Travel to institutions and after hours support of CCHCS networking systems may be required due to operational need. | | | | | | |
| % 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. (Use addition sheet if necessary) | | | | |
| ESSENTIAL FUNCTIONS | | | | | | |
| 40% | | Participates in the planning, analysis, design, development and maintenance of complex networking systems essential to the mission of the overall of CCHCS. Participates in Post Implementation Evaluations, and reviews processes through lessons learned, systems evaluations, and customer experience feedback. Determines the impact of data communication upgrades and coordinates data communication services implementation in CCHCS Enterprise Network Infrastructure environment. Acts as a technical advisor and consultant to customers, IT staff, management, vendors and contractors, and provides expert guidance on information systems planning, and provides technical guidance and direction. Coordinates and ensures effective configuration management and change control. | | | | |
| 30% | | Coordinates the high level - technical aspects of complex network infrastructure projects and ensures critical components are addressed and completed. Coordinates with technicians and project managers to review deployment and maintenance components of network devices for project plans. Coordinates the tasks associated with the implementation of the Enterprise Network Infrastructure, which encompasses Switches, Routers, Firewalls, Wireless Access Points and Monitoring utilities. Ensures all procedures are in compliance with the State Administrative Manual and the Department Operations Manual. Coordinates with other team members to schedule work. | | | | |

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| <p>15%</p> <p>10%</p> <p>5%</p> | <p>Develops, implements and reviews new and existing IT policies, standards and procedures. Documents data communication configurations; such as, hardware and software installation procedures, migration/conversion procedures, backup/recovery plans and procedures, and disaster recovery plans and procedures Acts as an expert technical resource in collecting, monitoring and reporting costs, schedules and benefits for department data services projects. Maintains version control of network hardware systems and special purpose vendor supplied application software and licenses. Provides second level support to IT field staff on complex issues.</p> <p>Coordinates troubleshooting incidents. Assists peers resolve complex server and desktop issues. Provides expertise and assistance for production incidents on a 24-hour availability basis. Identifies and resolves network, computer systems, and printing configurations issues. Develops, creates, and reviews disruption reports and corrective action plans.</p> <p>Performs other related duties as required.</p> |
| | <p>KNOWLEDGE AND ABILITIES</p> <p><i>Knowledge of:</i> Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques, and data administration techniques and best practices.</p> <p>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.</p> <p><i>Ability to:</i> Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.</p> <p>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; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; 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.</p> <p>DESIRABLE QUALIFICATIONS</p> <p><i>Knowledge of:</i> Networks and network services; Domain Name Server (DNS), Dynamic Host</p> |

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| <p>Configuration Protocol (DHCP), Firewall and Load Balancers; and creating automation scripts on systems within enterprise network systems. <i>Ability to:</i> Engineer, install, configure, and troubleshoot all aspects of enterprise network services.</p> <p>SPECIAL PHYSICAL CHARACTERISTICS Persons appointed to this position may be reasonably expected to exert up to 30 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time.</p> <p>Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, inmates, or the public.</p> <p>SPECIAL PERSONAL CHARACTERISTICS Pursuant to California Code of Regulations, Title 2 Section 172, all employees shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid State driver's license, a good driving record, and is expected to drive the car safely.</p> | | |
| SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i> | | |
| SUPERVISOR'S NAME (Print) | SUPERVISOR'S SIGNATURE | DATE |
| EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i> | | |
| The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload. | | |
| EMPLOYEE'S NAME (Print) | EMPLOYEE'S SIGNATURE | DATE |