

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 2, 7, & Non-represented

EMPLOYEE:	CLASS TITLE: Information Technology Specialist III	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Office of Policy & Administration/ Information Technology/ Infrastructure Services	POSITION NUMBER: 774-1415-001	CBID: M01
TENURE: Permanent	TIME BASE: Full Time	WORK WEEK GROUP: E
EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input checked="" type="checkbox"/> 12 Mos. <input type="checkbox"/> N/A
IMMEDIATE SUPERVISOR: Beth Cousins	CONFLICT OF INTEREST CATEGORY: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	DMV PULL PROGRAM: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
1. SUPERVISION RECEIVED: The Information Technology Specialist III (ITS III) is under the administrative direction of the Chief Information Officer.		
2. SUPERVISION EXERCISED: N/A		
3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES) Physical tasks include sitting for extended periods at a computer workstation in an office setting with artificial light and temperature control. The incumbent will work a minimum of 40 hours per week, with possible overtime in the event of an emergency. Work may be required during non-normal production hours. In the event of an emergency, this position is responsible for preparing hardware and software to be moved to a remote location. Travel by automobile, commercial aircraft and public transportation to locations throughout the state may be required for regular and emergency operations. May be required to lift computer equipment and related items that weight up to 50 pounds.		
4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES): Daily contact will be made with a wide range of systems users to provide technical information and solve problems. This position will also contact users and staff throughout the organization to discuss operational or business needs and systems requirements.		
5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED): The California Governor's Office of Emergency Services (Cal OES) is responsible for disaster response, planning preparedness and training. This position has a high level of responsibility for support of department wide administrative applications as well as other mission-critical web-based applications. Lack of support for these applications could result in failure of these applications, which would cause cost overruns, and lack of delivery of critical information.		

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:

May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers)). May be required to participate in emergency drills, training and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable):

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

Under administrative direction of the Chief Information Officer, the ITS III, System Architect, will work to identify, collect and perform analysis of technologies, services, and systems to help Cal OES meet its goals and mission objectives. The incumbent will investigate, document, and report on new and existing technologies and emerging trends, provide actionable strategic, technical, and tactical information and intelligence, Prepare reports, briefings, and presentations. The incumbent works with other IT staff and Business Units to create relevant and timely services and processes to streamline operations and drive innovation.

The Department's computing and communications environments are the center of the enterprise's IT activities. It is very important to the enterprise that the infrastructure systems offer the highest reliability and performance possible.

This position will deal with California Law Enforcement Telecommunications System (CLETS) and secure information, as such a background check via Cal DOJ Live Scan and need for a FEMA/DHS security clearance will be required to fulfill the responsibilities of this position.

Percent of Time	ESSENTIAL FUNCTIONS
35%	<p>(E) System Architecture</p> <p>The ITS III, System Architect will help define and decide on the IT strategy and approach that best supports long term business plans and goals. This includes advising on the best tools, frameworks, hardware, software and other IT elements to ensure objectives are met. Strong working knowledge and technical expertise in the following areas:</p> <ul style="list-style-type: none">• Hyperconverged infrastructure and virtualization.• Policy based networking and Fabric infrastructure.• Switching and Routing for a campus networking environment.• Storage and Backup.• Cloud Services, Architecture, and Infrastructure.• Event Monitoring, Correlation, and Reporting.• Virtual Desktop Infrastructure and remote worker support, service delivery, and management.• Identity and Access Management and Private Key Infrastructure.• State and Federal IT Standards and Practices.

30%	(E) Service Configuration and Maintenance Monitors and maintain the IT Infrastructure and Services deployed at Cal OES. Lead teams to maintain server and service configuration and patching. Develop and coordinate maintenance plans with other areas of IT and work with business units to assure Cal OES systems are performing as required. Investigate new technology and process solutions and make recommendations to improve the overall usability, health, and security of the IT Infrastructure at Cal OES.
20%	(E) Project Management and Coordination The incumbent serves as a technical lead and project manager for Infrastructure Services projects. The incumbent serves as an internal subject matter expert for projects involving IT, establishes appropriate relationships at the federal, state, and local levels for collaboration, information sharing, and coordination activities. The incumbent works to advance the technical capabilities of Cal OES and IT staff.
5%	(E) Training The incumbent attends on-going internal and external training on best practices and sound analytic research and writing skills. Attends training on specific subject matters relevant to the assigned subject area. Develop training plans for new services and technologies for other IT staff.
5%	(E) Responds to and investigate IT issues as reported by monitoring tools, other IT staff, and customers. Develop mitigation and remediation plans to resolve deficiencies.
Percent of Time	MARGINAL FUNCTIONS
5%	Other Related Duties as Required The incumbent will perform other related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not be limited to: (a) assisting where needed within the program, which may include special assignments; (b) complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and (c) attendance at staff meetings.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
STANDING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

compiles, and updates technical documents; multi-tasking; prepares various forms and documents.					
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINGERING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING OUTDOORS:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE: Enclosed office environment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title