

**DUTY STATEMENT**  
**CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS**

<b>PART A</b>	
<b>Position No: 830-102-1405-001</b>	<b>Date:</b>
<b>Class: Information Technology Manager I</b>	<b>Name:</b>
<p>Under direction of the Technology Operations Manager, the incumbent acts as the Section Chief over the Enterprise Infrastructure Section which is responsible for installation, configuration, maintenance and tuning of California Department of Veterans Affairs' (CalVet) network infrastructure (onsite and cloud-based), virtual and physical servers, virtual desktops, storage, backup and offsite replication, wireless infrastructure, Voice Over IP (VOIP), Video Teleconference (VTC), and mobile device management. The incumbent will be responsible for ensuring the team provides and maintains a robust and state of the art technical infrastructure in support of CalVet's business goals and objectives. CalVet's Enterprise Infrastructure is utilized for providing healthcare to CalVet's Veterans. CalVet is a 24/7 organization and this position may receive afterhours calls.</p> <p>The incumbent will act as a subject matter expert on the most complex Information Technology (IT) projects, providing technical oversight, support, and assistance within the Enterprise Infrastructure Section and to other sections within the Information Services Division as well as the rest of the department.</p> <p>The incumbent will champion and promote best practices for existing systems as well as new systems and products to ensure they effectively operate within existing information technology infrastructure. Additionally, the incumbent will create operational support thresholds and models to predict capacity and expected performance criteria for new and existing applications and systems.</p>	
<b>Percentage of time performing duties:</b>	<b>ESSENTIAL FUNCTIONS</b>
40%	Provide management of information technology specialists in the Enterprise Infrastructure Section who perform complex assignments. Organize, plan, lead, monitor, delegate, and monitor work assignments. Train and lead staff; establish protocols, set network, desktop, and other technical standards and documentation. Responsible for architecture of CalVet's Information Technology Infrastructure to include: Software Defined Wide Area Network (SD-WAN), servers (both virtualized and standalone), telephony systems, Amazon Web Services, Virtual Desktop Infrastructure, and other enterprise infrastructure systems and services.
25%	Provide technical vision upon which the Department's technological growth is based, with a special focus on cloud technologies: Amazon Web Services, Software As A Service (SAAS). Develop the most complex technological solutions to meet the Department's goals and objectives while adhering to the statewide strategy for information technology. Research new technology and make formal presentations to IT and executive staff to fully explain how proposed new and emerging technologies will meet CalVet's business needs. The incumbent will lead the Enterprise Network Group and other CalVet staff as needed in documenting, requesting, testing, and installing approved new technological solutions. Work directly with management to develop technology goals and objectives for the division and the department/agency.
20%	Work collaboratively with the Information Security Officer (ISO) to Provide and ensure effective and secure technical designs, testing, and implementation expertise for CalVet's Internet/Intranet access requirements, including evaluating, recommending, and installing firewall software and hardware to ensure adequate security and fail-over redundancy; configuring and maintaining the firewall structure to control internal and external access based on protocols, applications, sources, and destinations, implementing and maintaining programs for primary processing of firewall access data to assist departmental security staff; make strategic recommendations for improvements to

10%	<p>the secure and efficient remote access.</p> <p>Ensure security of the CalVet network, including proper use of network management software to control/configure physical and virtual network functions, and to analyze bandwidth requirements of applications including database applications, productivity, and workgroup/workflow software. Oversee the development of processes and procedures related to CalVet's Enterprise Infrastructure.</p>
NON-ESSENTIAL FUNCTIONS	
5%	Other related duties as assigned.

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<b>PART B - PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS</b>						
<b>Activity</b>	<b>Not Required</b>	<b>Less than 25%</b>	<b>25% to 49%</b>	<b>50% to 74%</b>	<b>75% or More</b>	
<b>VISION:</b> View computer screen; prepare various forms, memos, reports, letters, and proofread documents.					X	
<b>HEARING:</b> Answer telephone; communicate with Administration, department managers, department staff; provide verbal information.					X	
<b>SPEAKING:</b> Communicate with department staff and the public in person and via telephone; interact in meetings.					X	
<b>WALKING:</b> Within the agency to various units.		X				
<b>SITTING:</b> Work station; meetings; training.					X	
<b>STANDING:</b> Monitor equipment function, assess equipment and structure status.			X			
<b>BALANCING:</b>		X				
<b>CONCENTRATING:</b> Review technical documents, network data, and electronic communication records.					X	
<b>COMPREHENSION:</b> Understand codes and regulations, technical documents, policy and procedures, specifications; employee needs as it relates to ISD; and facilitate the dynamic of team work.					X	
<b>WORKING INDEPENDENTLY:</b> Must be able to apply laws, rules and processes with minimal guidance.					X	
<b>LIFTING UP TO 10 LBS:</b>					X	
<b>LIFTING 10-25 LBS:</b>		X				
<b>LIFTING 25-50 LBS:</b>		X				
<b>FINGERING:</b> Push telephone buttons, calculator keys, and computer keyboard.					X	
<b>REACHING:</b> Answer telephone; use a mouse; retrieve documents from printer.				X		
<b>CARRYING:</b> Documents.		X				
<b>CLIMBING:</b> Stairs.		X				
<b>BENDING AT WAIST:</b> Use copier; access low file drawers.		X				
<b>KNEELING:</b> Access to low file drawers		X				
<b>PUSHING OR PULLING:</b> Open and close file drawers.		X				
<b>HANDLING:</b> Sort paperwork, distribute mail.		X				
<b>DRIVING:</b> Special events.		X				
<b>OPERATING EQUIPMENT:</b> Computer, telephone, copier, printer, fax machine.					X	
<b>WORKING INDOORS:</b> Enclosed office environment.					X	
<b>WORKING OUTDOORS:</b> Special events.		X				
<b>WORKING IN CONFINED SPACE:</b> File, supply, storage rooms, etc.		X				

I have read and understand the duties listed on this Duty Statement and I can perform these duties with or without reasonable accommodation. (If reasonable accommodation may be necessary, discuss any concerns with the Equal Employment Opportunity Office.)

Employee signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor signature \_\_\_\_\_ Date \_\_\_\_\_

Human Resources signature \_\_\_\_\_ Date \_\_\_\_\_