STATE OF CALIFORNIA
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING
DUTY STATEMENT

EMPLOYEE NAME	CLASSIFICATION NAME	POSITION NUMBER
Vacant	Information Technology Specialist II	326-500-1414-006

DIVISION/UNIT	DATE	PRIOR POS. # (if applicable)
Information Technology	6/2/21	326-500-1402-003

SUMMARY OF RESPONSIBILITIES

Under direction of the Information Technology (IT) Supervisor II the Information Technology Specialist II functions as the Network Engineer over the Department of Fair Employment and Housing's (DFEH) Information Technology Network Infrastructure. The incumbent is responsible for designing and supporting DFEH's technology platforms and ensure they interface with external systems. The IT Specialist II works directly with the other IT Specialist I's, and IT Associates on all programs and projects dealing with the DFEH network infrastructure, database development, and statewide applications deployment and updates. The IT Specialist II is also responsible for designing, engineering and implementation of wireless solutions, SD-WAN and cloud network security for the DFEH. Duties include, but not limited to:

Essential Functions:

50% Serves as the network engineer for DFEH's network infrastructure, including but not limited to all Department's routers, switches, firewalls, Cisco VPN, Meraki Wireless Access Points, cloud security and privacy SAS solutions, and Azure connections. Monitors and resolves all network security alerts according to ISO recommendations. Plans, configures, programs, installs, and maintains all facets of the hardware and software relating to network operating systems. Coordinates information technology project activities. Develops high level and detail work plans.

20% Conducts product research and analysis as part of the infrastructure support and troubleshooting and recommends changes and updates to the infrastructure. Solves a range of complex technical problems; performs hardware and/or software installation and testing, user training, network connectivity troubleshooting, and file server monitoring. Assists in the deployment of departmental applications.

15% Serves as the Communications Network administrator, which includes overseeing vendor managed networks by planning, programming, installing, maintaining, and upgrading all network systems software, connectivity software, protocol software, application software for servers, workstations, and network hardware. Manages and maintains servers required to retain connectivity to the California Department of Technology.

Marginal Functions:

5% Provides Support Software administration (planning, programming, installing, tuning, maintaining, and upgrading).

5% Responsible for Data Management, including location, archiving, and retrieval of data, devices or media for such tasks, installing, programming and maintaining subsystems for data storage archiving and retrieval.

5% Assists in providing training to technical staff and other users on all departmental information technology applications. Provides input in the preparation of user guides and technical documentation on departmental applications. Performs other duties as assigned.

Desirable Qualifications:

- Experience in the maintenance and management of information technology network infrastructures
- Experience in information technology network security
- Experience in the maintenance and management of server environment
- Experience in the management of Active Directory
- Experience in leading and managing concurrent complex development projects
- Experience in communicating effectively both verbally and in writing
- Experience in managing and negotiating multiple and/or changing priorities in a heavy workload situation
- Experience or knowledge in identifying skill sets and resources that are needed to complete a task
- Demonstrated experience in leadership, diplomacy and courtesy
- Experience in establishing and maintaining the confidence and cooperation of others contacted during the course of work
- Experience analyzing data, drawing sound conclusions and presenting ideas and information effectively both orally and in writing

Work Environment, Physical, or Mental Abilities

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without a reasonable accommodation.

- Requires ability to effectively handle stress, and work in a noisy and fast paced environment
- Requires daily use of a personal computer and related software applications at a workstation
- Requires ability to complete tasks that require repetitive hand movements in the performance of daily duties
- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day
- Requires dependability and excellent attendance record
- Willingness to work irregular hours

Working Conditions

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions associated with this job.

Supervision Received:

The IT Specialist II receives supervision from the IT Supervisor II and may receive direction from the CIO.

Supervision Exercised:

None

Administrative Responsibility:

None.

Personal Contacts:

The IT Specialist II may have daily contact with departmental management and staff, and periodically has contacts with control agency representatives, data center representatives, other state agencies, and private industry.

Actions and Consequences:

The IT Specialist II is in a sensitive position involving critical departmental data assets, and the security of said assets. Failure to use good judgment in design and implementation or to ensure the timely processing of requests could result in data asset compromise. Failure to use good judgment in handling sensitive and confidential information could result in sensitive information being released to unauthorized persons and/or incorrect information used to make management decisions.

Certification of the Employee:

Activities required to perform the essential functions of this position, with or without a reasonable accommodation, include the ability to communicate effectively, produce written correspondence, and comprehend written instructions, correspondence and manuals, and reason logically.

I have read and understand the duties as described above for the Information Technology Specialist II. I meet the job requirements as described above and am capable of performing the essential functions with or without a reasonable accommodation.

_____   _____
Employee's Signature   Date

_____   _____
Supervisor's Signature   Date