

**CALIFORNIA HIGH-SPEED RAIL AUTHORITY  
DUTY STATEMENT**

**RPA # 22-127**

<b>CLASSIFICATION TITLE</b> Information Technology Supervisor II	<b>OFFICE/BRANCH</b> Information Technology/Network Operations	<b>LOCATION</b> Sacramento
<b>WORKING TITLE</b> Network Operations Supervisor	<b>POSITION NUMBER</b> 311-001-1404-002	<b>EFFECTIVE</b> 02/14/2022

**GENERAL STATEMENT:**

Under the general supervision of the Information Technology Manager II, the Network Operations Supervisor, an IT Supervisor II (ITS II) is responsible for providing high-level network administration support for the project, systems and infrastructure initiatives for the Authority. Directly and through subordinate resources, the incumbent provides expert consultation on complex, technical IT related issues and provides leadership and direction to a diverse group of IT professionals and contract staff with varying skill sets. The incumbent will be responsible for supporting the complex enterprise network which includes switches, firewalls, wireless access points, wireless controllers, remote access solutions, etc. As the Network Operations Supervisor, the incumbent must promote and maintain a motivated, informed, and collaborative workforce where teamwork is valued and rewarded.

**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.**

**All work will be accomplished in accordance with IT Standards; the State Administrative Manual (SAM) Sections 4800 through 5953 and Sections 6700 through 6780; the California Technology Agency's (CTA) Statewide Information Management Manual (SIMM); the Department of Finance (DOF) Office of Technology Review, Oversight and Security (OTROS) rules and policies; DOF Budget Letters; the State's Information Organization, Usability, Content Currency, and Accessibility (IOUCA) Working Group policies and the Authority's Desktop and Mobile Computing Policy, IT Security policies and procedures and IT Standards.**

## **TYPICAL DUTIES:**

The Network Operations Supervisor provides leadership and management of Authority IT Staff, as well as direction and oversight of contracted personnel. The following Information Technology Domains are applicable to the incumbent's duties/tasks:

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|--|--|
| <input type="checkbox"/> Business Technology Management              | <input type="checkbox"/> Information Technology Project Management |
| <input checked="" type="checkbox"/> Client Services                  | <input type="checkbox"/> Software Engineering                      |
| <input checked="" type="checkbox"/> Information Security Engineering | <input checked="" type="checkbox"/> System Engineering             |

Percentage  
Essential (E)/  
Marginal (M)

Job Description

- |         |  |
|---------|--|
| 40% (E) | <p>Network/Cloud Administration and Support</p> <ul style="list-style-type: none"><li>• Establishes customer service strategy, sets standard, and tone to create a customer-focused operational team;</li><li>• Manages and coordinates the daily operations of the Network Operations Support team by providing direction, guidance, and leadership in accordance with the Authority's policies, procedures, and processes for IT management;</li><li>• Communicates job expectations; plans and monitors performance, and appraises job results; prepares and implements training plans, coaches, counsels, and disciplines employees;</li><li>• Develops, coordinates, and enforces systems, policies, procedures, and productivity standards;</li><li>• Performs staff scheduling to ensure Network Operations coverage during normal business hours and on-call support is adequate;</li><li>• Oversees and directs the implementation of complex network infrastructure solutions such as firewalls, intrusion prevention systems, intrusion detection systems, switches and load balancers within the local area network, wide area network, and Infrastructure as a Service (IaaS) clouds;</li><li>• Develops, coordinates, and enforces systems, policies, procedures and productivity standards;</li><li>• Maintains a central source of information enabling staff to recover from outages with minimal disruption to expected service levels;</li><li>• Isolates problem trends and ensures that troubleshooting efforts are completed for recurring problems until permanent solutions are found;</li><li>• Ensures that daily, weekly, and monthly statistics, status reports, and graphical reporting aids are completed and continually modified to meet the needs of the Authority;</li></ul> |
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- Ensures that decisions made to improve client support are continually carried through (continuous improvement);
- Ensures that effective representation takes place for the coordination of work processes and projects with other offices and divisions;
- Fosters an environment of teamwork and collaboration;
- Recognizes and communicates individual and team accomplishments.

35% (E)

#### Systems Analysis, Design, and Implementation

- Develop, design and maintain system architectures and documentation for integrating and implementing network and cloud solutions into the Authority's Intranet and Extranet environments;
- Performs research and provides technical guidance and recommendations regarding performance enhancements;
- Maintains the standard configurations of network performance monitoring systems and installations, making changes in response to business needs, new products or security initiatives;
- Leads, coordinates and communicates between customers, vendors, staff and management to assure that business requirements and timelines are met, and costs are within budget.

15% (E)

#### Budget & Contract/Vendor Management

- Ensures that assigned contracts and agreements are administered and managed in accordance with the applicable policies and procedures of the Authority, the State Contracting Manual (SCM) and the California Government Code (GC);
- Provides strong oversight of subordinate contract managers, holding them accountable for ensuring that assigned contracts and agreements are administered and managed in accordance with the applicable policies and procedures of the Authority, the SCM and the GC;
- Ensures IT procurement and contract requests are created, submitted, and executed in accordance with IT and Authority policy;
- Monitor project and contract progress against scope, schedule, and budget;
- Identify and document performance or conformance issues, prepare plans to remediate, and maintain;
- Review contractor invoices for accuracy and completeness. Resolve errors and identify disputes. Validate contract staff and hours worked against project reports as appropriate.

10% (M)

#### Other Duties

- Foster an environment of teamwork and collaboration;
- Actively participate in team meetings, technology initiatives, or other assignments;

- Maintain up to date knowledge about state policies, processes, and industry best practices related to IT administration and information security;
- Invest in personal development through continuous education to maintain position-related knowledge;
- Other duties as required.

## **KNOWLEDGE AND ABILITIES:**

**Knowledge of:** The principles of personnel management, supervision, and training; the organization's mission, policies, principles and practices; business and management principles involved in strategic planning, resource allocation, leadership technique, coordination of people and resources; principles and practices of organization, administration, personnel (recruitment, selection, training, compensation, benefits, labor relations, negotiation, and personnel information systems), and budget management; organizational roles and responsibilities and the ability to tailor training appropriately; principles and practices of employee supervision, development, and training; a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion; maintaining a work environment which is free of discrimination and harassment; principles of personnel management, supervision, and training; the department's Equal Employment Opportunity objectives; and a supervisor's role in Equal Employment Opportunity and the processes available to meet equal employment objectives. 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.

**Ability to:** Supervise technical personnel; plan, administer, and monitor expenditures; assess, analyze, and identify information technology policy needs; establish cooperative relationships and gain support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary staff; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; effectively contribute to the department's Equal Employment Opportunity objectives. 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.

### **DESIRABLE QUALIFICATIONS:**

- Associate or bachelor's degree in an IT-related field preferred;
- Possession of one of the following active certifications is desirable:
  - AWS Certified Advanced Networking
  - Cisco Certified Networking Associate (CCNA)
  - Cisco Certified Networking Professional (CCNP)
  - CompTIA Network+
  - Wireshark Certified Network Analyst
- 3 years of related experience in networking or equivalent combination of education and experience;
- Demonstrate a service oriented, customer relations-sensitive attitude;
- Ability to establish and maintain cooperative working relationships with all levels of staff and management, communicate effectively with peers, users, developers, management, and others;
- Ability to think critically and prepare and produce clear and concise documentation (e.g., user manual, processes and procedures, plans, policies, etc.);
- Knowledge and experience with the IT procurement process to justify and secure goods and services;
- Experience leading, supervising, and training staff;
- Aptitude and desire for continuous learning;
- Ability to maintain confidentiality of sensitive tasks or assignments;
- Ability to independently analyze and resolve issues;
- Project management and lead experience;
- Knowledge of Center for Internet Security (CIS) Controls and Benchmarks;
- Knowledge of networking within cloud computing platforms such as Amazon Web Services or Microsoft Azure;
- Experience with networking concepts and practices including routing protocols; site-to-site virtual private networks, remote access virtual private networks, wireless, packet captures and network access control;
- Experience with Cisco switches including Catalyst and Nexus models;
- Experience with Palo Alto Networks physical and virtual firewalls;
- Knowledge of cabling design and specifications;
- Exercises good judgment in the performance of responsibilities, requiring minimum supervision;
- Exhibits a talent and passion for networking; is creative and resourceful in solving problems;
- Strong oral and written communication skills;

- Ability to manage multiple high priority initiatives in a fast-paced achievement-oriented environment;
- Ability to work under pressure to meet deadlines;
- Willingness to work excess hours to achieve business results.

### **SUPERVISION EXERCISED OVER OTHERS:**

Directs a multi-disciplined staff consisting of state and vendor personnel at various levels who are responsible for the Authority's IT network operations.

### **RESPONSIBILITY FOR DECISIONS AND ACTIONS:**

At the Information Technology Supervisor II level, incumbents are responsible for independent work within business constraints. This level is responsible for the recommendations to executives, decisions for projects, and outputs. This level is also responsible for program, project, and staff decisions and actions.

### **CONSEQUENCE OF ERROR:**

The consequence of error at the Information Technology Supervisor II level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

### **SPECIAL PERSONAL CHARACTERISTICS:**

- Ability to learn new technologies quickly and thoroughly;
- Ability to resolve technical problems quickly and tactfully;
- Ability to read and interpret operating and maintenance instructions and procedure manuals;
- Ability to handle multiple projects simultaneously;
- Ability to work effectively under tight time constraints, client demands, and the pressure of multiple deadlines.

### **INTERPERSONAL SKILLS:**

- Excellent communications skills;
- Excellent analytical skills to troubleshoot problems or offer alternatives for problem resolution.

### **PHYSICAL, MENTAL, AND EMOTIONAL ABILITIES:**

The employee must be able to focus for long periods of time, multi-task, adapt to changes in priorities and complete tasks or projects with short notice. Incumbent will be required to use a computer, mouse and video display terminal and will be required to sit for long periods of time at a computer screen. The employee must develop and maintain

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cooperative working relationships and display respect for others in all contact opportunities.

**WORK ENVIRONMENT:**

While at their base of operation, employees will work in a climate-controlled office which may fluctuate in temperature and under artificial light. Employees may be required to travel outside of their work area to perform general tasks. Employee must carry a cell phone and respond to calls after hours to provide resolution to IT system problems or other urgent business needs. The employee will also be required to:

- Work occasional overtime as necessary;
- Effectively work under pressure;
- Occasionally travel as required.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

Name of Employee: \_\_\_\_\_

Signature:	Date:
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I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Name of Supervisor: \_\_\_\_\_

Signature:	Date:
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