

State of California  
GOVERNOR'S OFFICE OF EMERGENCY SERVICES  
**POSITION DUTY STATEMENT**  
BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE:	CLASS TITLE: Information Technology Specialist III	HEADQUARTER: Mather Campus
PROGRAM/UNIT: Office of Policy & Admin, Information Technology, Enterprise Solutions Services, Solution Engineering unit	POSITION NUMBER: 165-1415-002 CN 11678	CBID: M01
TENURE: Permanent	TIMEBASE: 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:	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
<p>1. SUPERVISION RECEIVED: The Information Technology Specialist III (ITS III), Cloud Solutions Architect, is under the administrative direction of the Enterprise Solutions Services Branch Chief, IT Manager II.</p>		
<p>2. SUPERVISION EXERCISED: N/A</p>		
<p>3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES): Physical tasks include sitting for extended periods at a computer workstation with artificial light and temperature control in an office setting. The incumbent will work a minimum of 40 hours per week, with the possibility of overtime in an emergency. The ability to use a personal computer and telephone is essential, as most work is performed using these tools. Travel in automobile, commercial aircraft, and public transportation. Must be able to lift computer equipment and related items that weigh up to 50 pounds.</p>		
<p>4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES): Incumbent will have direct contact with state agency directors, department managers and supervisors, employees of Cal OES, other state agencies, and the federal government relating to enterprise technology services within Cal OES and during emergency operations. This position may act as a liaison with outside contractors and vendors providing goods or services to Cal OES. Direct contact with the Department of Technology to report on the regular status and IT reporting requirements.</p>		
<p>5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED): Cal OES is responsible for disaster response, planning, preparedness, and training. This position holds a high-level responsibility for the security and integrity of information throughout the Agency. Failure to effectively perform the position's duties could result in the loss of telecommunications and technology systems, resulting in an inability to respond timely to and recover from emergencies. The effects could threaten life and property within the State of California.</p>		
<p>6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%: When requested to fill an operational assignment and until demobilized, you will be required to perform the following duties, and your regular duties may temporarily cease:</p> <p>To assist in emergency response and recovery activities, you 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 another location. All staff not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers)), are required to complete operational-related training and participate in one of three Readiness Teams that</p>		

rotate activation availability every month. You may be required to participate in emergency drills, training, and exercises.

Staff needs to work effectively under stressful conditions; work effectively and 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 and on short notice.

While fulfilling an operational assignment, it is essential to understand that you are filling a specific "position" and that position reports to one particular 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 Cal OES Management (including contact from the California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT

Under the administrative direction of the Enterprise Solutions Services Branch Chief, the IT Specialist III serves as the Cloud Solutions Architect, and plays a key role in aligning Cal OES's strategic goals and objectives with decisions regarding IT products and services, partners and vendors, capabilities, and key business and IT initiatives.

As a cloud architect at Cal OES, you will be responsible for and lead planning, cloud architectural designs, develop a proof of concepts/pilots, implement and manage cloud technologies, and deliver ongoing refinement and enhancement to Cal OES cloud solutions environment and technology stack. You will play a key role in understanding business needs, value & requirements and assisting business and IT to make informed decisions. You will be responsible for cloud solutioning activities, capturing business and technical requirements, user stories, tracking and managing requirements, and communicating with the business and technical staff. You will work closely and collaboratively with other Cal OES IT units and external IT strategic partners to establish security and cloud standards and best practices.

This role will describe the Cal OES enterprise in terms of its governance structure, business processes, and business information needs. The incumbent will provide services from IT domains including Business Technology Management, Information Security Engineering, Software Engineering, and System Engineering.

Percent of Time	ESSENTIAL FUNCTIONS
35%	<p>(E) Cloud Solutions Architect            Serve as subject matter expert for all cloud architecture and infrastructure design initiatives for cloud base business solutions and environments. Lead and work with cross-functional Cal OES and strategic partner teams to architect, design and develop the most secured and complex cloud computing architecture in multi cloud and hybrid environments. Works closely with business units, service areas, and vendors to define strategies for architectural technical solutions, determine requirements, and develop functional cloud computing infrastructure and architecture designs based on the analysis of line of business needs, objectives, and existing systems infrastructure. Manages the day to day support and management of cloud computing technologies and environments. Ensure the highest agency, state and industry security standards and best practices are followed.</p> <p>Lead architect for designing cloud and hybrid environments to support modern IT development methodologies and best practices. Act as technical lead and responsible for the day to day design, develop, implementation, and management of cloud environments to promote and support DevOps practices, CI/CD, and Agile development frameworks. Lead expert in managing and designing solutions in multiple cloud development platforms, COTS, and SaaS solutions including but not limited to Microsoft Azure, .Net, AWS, Google, Mulesoft, Snowflake, VMware,</p>

	<p>Nutanix, Okta, FME, ESRI, Salesforce, Workday, Smartsheet, Tableau and other technology within Cal OES's solutioning stack. Responsible for establishing CI/CD processes to streamline and increase velocity for the deployment of business solutions. Owns and manages cloud technology roadmap, architect diagrams and systems documentations.</p> <p>Participate on the most complex Cal OES IT-related projects. Works closely with business programs and IT strategic partners to prioritize for enterprise benefit and risk reduction and assist in driving the adoption of technology solutions that leverage cloud computing within Cal OES. Conduct cloud solutions analysis, communicate design recommendations, and design optimized user experience using industry best practices. Provide expert-level communication services to bridge understanding and cloud solution documentation between program stakeholders and technical staff.</p>
30%	<p>(E) Research and Innovation As a senior technical lead, understand the Agency strategic goals and technology roadmap, business operations and conduct business analysis services using industry user research frameworks to gain understanding of customer and stakeholder pain points, challenges, and needs.</p> <p>Maintain a high level degree knowledge and mastery of cloud-related infrastructure and architectural technologies through on-going research and development. Work with Cal OES IT architects and with strategic vendors and partners to review and influence product roadmaps, strategies, run proof of concepts, and identify gaps and solutions. Monitor new technological advances in cloud and hybrid infrastructure and architectural technologies. Remain knowledgeable on cloud technologies and cloud and hybrid cloud frameworks. Evaluate, test and recommend new cloud technologies and services for inclusion into the Cal OES service catalog and technology stack. Keep up to date, research and maintain awareness on new cloud services, technologies, regulations and trends.</p>
15%	<p>(E) Mentoring and Training Responsible for and lead training and knowledge transfer sessions for business and IT support staff on cloud computing, architecture, support, trends and best practices. Evaluate and ensure technical support staff receive proper training and support skillsets to independently support cloud computing environments. Mentor and keep junior staff apprise of the latest cloud technology trends and best practices. Identify cloud technology risks, solutioning gaps and support skillsets and make recommendation for training and remediation.</p>
10%	<p>(E) Consulting Maintain knowledge of cloud architecture trends, best practices, and research emerging methodologies to define and support the agency's vision, principles, strategies, and goals. Act as the subject matter expert in the areas of Cloud computing. Represents CalOES in a consulting capacity with vendors, business units and customers. Participates in meetings with customers and partners to assist with architecting IT modernization strategies. Conducts and actively participates in meetings related to the designated project/s with clients and partners.</p>
5%	<p>(E) Build and maintain collaborative relationships with diverse groups of peers, team members, and leadership. Provide reports to executive sponsors, management, and project steering committees. Facilitate technical and project meetings with business users, project teams, steering committees, management, internal and external stakeholders. Assists project sponsors and management in the preparation of recommendations, presentations, and cloud technology decision-making analysis.</p>

Percent of Time	MARGINAL FUNCTIONS
5%	<p>(M) Other Related Duties as Required</p> <p>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 timesheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and (c) attendance at staff meetings.</p>
OTHER	
	<p>The position requires strong team leadership skills in identifying new issues and business opportunities and an ability to work with people with diverse goals, skills, and knowledge. The incumbent must demonstrate good written, verbal, presentation, and interpersonal skills.</p>

**PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS**

<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>
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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
COMPREHENSION: Understanding the 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 checked="" type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS**

<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>
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## OTHER INFORMATION

Must have knowledge of 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 you have 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*